

Overview

Scope of this Document

This Service Guide provides troubleshooting steps, take-apart procedures, and other information about iPhone 6 and 6 Plus.

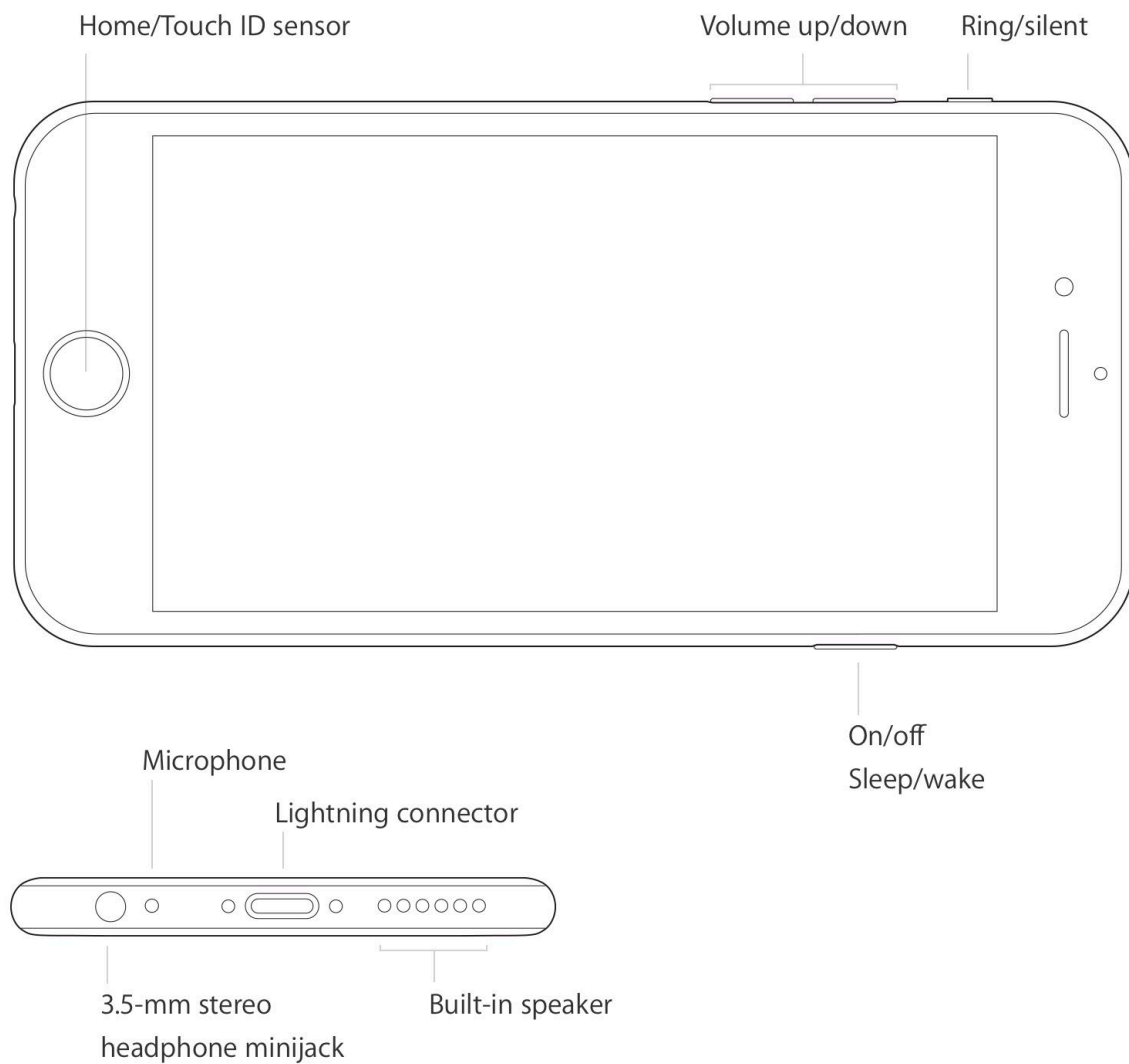
Other iPhone models are covered in separate guides.

Features



Available in space gray, silver, and gold, iPhone 6 and 6 Plus feature:

- A8 chip with 64-bit architecture
- M8 motion coprocessor
- New 8-megapixel iSight camera with 1.5μ pixels
- Autofocus with Focus Pixels
- Optical image stabilization (iPhone 6 Plus only)
- Ultrafast LTE wireless
- Touch ID
- Apple Pay
- iOS 8



Service Considerations

IMPORTANT: Before servicing a device that is running iOS 8, ensure that the customer has disabled Find My iPhone in Settings. For more information, refer to article [HT201365: Find My iPhone Activation Lock](#).

New Tools and Fixtures

To open iPhone 6 and 6 Plus, be sure to use the Universal Display Removal Fixture with the suction cups set to the correct position. An incorrect position or the use of other fixtures may cause damage to the device. For iPhone 6 and all other iPhones (excluding iPhone 6 Plus), the suction cups should be set in the position closest to the pivot. For iPhone 6 Plus, the suction cups should be set in the position farthest from the pivot. Fixtures that clamp the iPhone may damage the enclosure.



Once the device has been opened, use the iPhone 6 or iPhone 6 Plus Repair Tray to support it. The iPhone 6 Repair Tray is identified by a star on the fixture and the iPhone 6 Plus Repair Tray is identified by a triangle on the fixture. Each iPhone will only fit correctly in the appropriate repair tray.



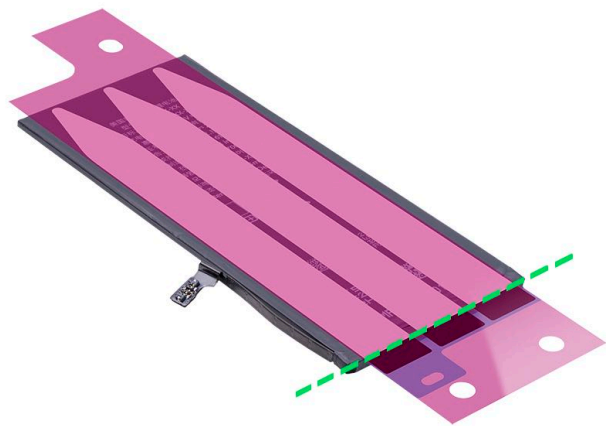
Screws replaced during a repair must be tightened to a specific torque value. There are three (3) iPhone torque drivers to set screws to the correct torque value. Use only the driver that is specifically called for in the take-apart instructions. The correct driver is also noted in the screw diagram section of [TP1136: Internal View, Parts List, Screw Diagram](#) for iPhone 6 and [TP1135: Internal View, Parts List, Screw Diagram](#) for iPhone 6 Plus.

1. iPhone torque driver (black), 0.35 kg-fcm (923-0248)
2. iPhone torque driver (green), 0.45 kg-fcm (923-00105)
3. iPhone torque driver (blue), 0.65 kg-fcm (923-0448)



New Battery Adhesive Installation

The battery adhesive used in iPhone 6 and 6 Plus is installed with a specific procedure. Refer to article [RP1193: Battery](#) for iPhone 6 or article [RP1192: Battery](#) for iPhone 6 Plus.



New iSight Camera

The iSight camera used in iPhone 6 Plus periodically self-calibrates to capture sharp images. When the iPhone is placed on a flat, level surface for 5-10 seconds, the iSight camera will perform a quick calibration. When the iPhone is plugged in and placed on a flat, level surface for 5-10 minutes, the camera will perform an extended calibration. During the extended calibration, the phone may become warm to the touch.

Identifying iPhones

Serial Number and Other Product Identifier Locations

iPhones that use GSM technology have an International Mobile Equipment Identity (IMEI). iPhones that use CDMA technology have a Mobile Equipment Identifier (MEID). Both IMEI and MEID have the same function: to uniquely identify a mobile device on a cellular network.

There are several ways to find the iPhone serial number and IMEI/MEID. Refer to article [HT204073: Find the serial number or IMEI on your iPhone, iPad, or iPod touch](#).

1. The IMEI number can be found on the hardware.

- iPhone 6 and 6 Plus only



- iPhone 6s, 6s Plus, 7, and 7 Plus



2. If the iPhone is operational, then the serial number, IMEI/MEID, and ICCID can be found in **Settings > General > About**.



3. With the iPhone connected to a computer, click the Summary tab in iTunes. The iPhone serial number and phone number will show in the iTunes window.

Notes: You can choose Edit > Copy to put the serial number on the Clipboard. If you click the “Phone Number” text, then iTunes will display the iPhone IMEI/MEID. If you then click the “IMEI (or MEID)” text, then iTunes will display the iPhone ICCID.



4. If the iPhone is displaying the “Hello” screen, then tap the “i” at the lower right of the screen to view the IMEI/MEID and ICCID.

Hello

> slide to set up



5. The IMEI can be obtained by dialing *#06# on the phone keypad.

Model Numbers and Configuration Codes

iPhone models can be identified by the model number engraved on the back case. **Note:** The location of engraving may vary by model. Refer to article [HT201296: Identify your iPhone model](#) for information on identifying all iPhone models.



All iPhone models have a unique configuration code (the last four characters of the serial number) that is specific to each model type, color, and capacity. The configuration codes listed in the tables below are the best way to precisely determine which model is being serviced.

Note: An iPhone that has been modified without the written permission of Apple is **not eligible for warranty service**. To identify a modified phone, compare the serial number in Settings > General > About to the serial number seen in iTunes, or compare the physical attributes to the attributes listed in the configuration code tables below. (The modification may have been performed by an unauthorized service center of which the user is unaware.)

iPhone 6		A1549 MM	A1586 MM-TD	A1589
128GB Space Gray		G5MK	G5MW	
128GB Silver		G5ML	G5MY	
128GB Gold		G5MM	G5N0	
64GB Space Gray		G5MG	G5MR	
64GB Silver		G5MH	G5MT	
64GB Gold		G5MJ	G5MV	
32GB Space Gray		HYFK	HXR5	
32GB Gold		HYFL	HXR6	
16GB Space Gray		G5MC	G5MN	
16GB Silver		G5MD	G5MP	
16GB Gold		G5MF	G5MQ	

iPhone 6 Plus		A1522 MM	A1524 MM-TD	A1593
128GB Space Gray		G5QM	G5R0	
128GB Silver		G5QN	G5R1	
128GB Gold		G5QP	G5R2	
64GB Space Gray		G5QJ	G5QV	
64GB Silver		G5QK	G5QW	
64GB Gold		G5QL	G5QY	
16GB Space Gray		G5QF	G5QQ	
16GB Silver		G5QG	G5QR	
16GB Gold		G5QH	G5QT	

iPhone 6s		A1633	A1688 A1700	A1691
128GB Space Gray		GRY1	GRYG	
128GB Silver		GRY2	GRYH	
128GB Gold		GRY3	GRYJ	
128GB Rose Gold		GRY4	GRYK	
64GB Space Gray		GRXW	GRY9	
64GB Silver		GRXX	GRYC	
64GB Gold		GRXY	GRYD	
64GB Rose Gold		GRY0	GRYF	
32GB Space Gray		HFLM	HFLR	
32GB Silver		HFLN	HFLT	
32GB Gold		HFLP	HFLV	
32GB Rose Gold		HFLQ	HFLW	
16GB Space Gray		GRXQ	GRY5	
16GB Silver		GRXR	GRY6	
16GB Gold		GRXT	GRY7	
16GB Rose Gold		GRXV	GRY8	

iPhone 6s Plus	A1634	A1687 A1690 A1699
128GB Space Gray	GRX7	GRX8
128GB Silver	GRXC	GRXD
128GB Gold	GRXG	GRXH
128GB Rose Gold	GRXK	GRXL
64GB Space Gray	GRWT	GRWV
64GB Silver	GRWX	GRWY
64GB Gold	GRX1	GRX2
64GB Rose Gold	GRX4	GRX5
32GB Space Gray	HFLX	HFM2
32GB Silver	HFLY	HFM3
32GB Gold	HFM0	HFM4
32GB Rose Gold	HFM1	HFM5
16GB Space Gray	GRWD	GRWF
16GB Silver	GRWH	GRWJ
16GB Gold	GRWL	GRWM
16GB Rose Gold	GRWP	GRWQ

iPhone 7	A1778	A1779	A1660 A1780
256GB Black	HG7Q	HG87	HG76
256GB Silver	HG7R	HG88	HG77
256GB Gold	HG7T	HG89	HG78
256GB Rose Gold	HG7V	HG8C	HG79
256GB Jet Black	HG7W	HG8D	HG7D
256GB Red	HX99	HX9D	HX97
128GB Black	HG7K	HG82	HG71
128GB Silver	HG7L	HG83	HG72
128GB Gold	HG7M	HG84	HG73
128GB Rose Gold	HG7N	HG85	HG74
128GB Jet Black	HG7P	HG86	HG75
128GB Red	HX98	HX9C	HX96
32GB Black	HG7F	HG7X	HG6W
32GB Silver	HG7G	HG7Y	HG6X
32GB Gold	HG7H	HG80	HG6Y
32GB Rose Gold	HG7J	HG81	HG70

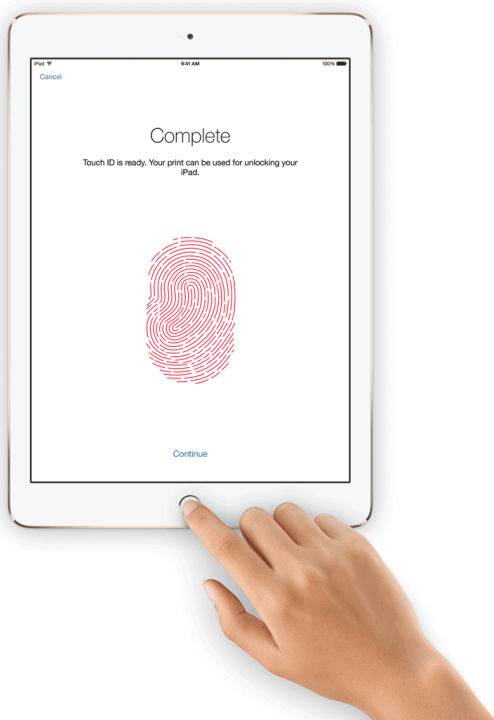
iPhone 7 Plus		A1784	A1785	A1661 A1786
256GB Black		HFYF	HFYT	HFY2
256GB Silver		HFYG	HFYV	HFY3
256GB Gold		HFYH	HFYW	HFY4
256GB Rose Gold		HFYJ	HFYX	HFY5
256GB Jet Black		HFYK	HFYY	HFY6
256GB Red		HX9K	HX9L	HX9J
128GB Black		HFY7	HFYL	HFXW
128GB Silver		HFY8	HFYM	HFXX
128GB Gold		HFY9	HFYN	HFXY
128GB Rose Gold		HFYC	HFYP	HFY0
128GB Jet Black		HFYD	HFYQ	HFY1
128GB Red		HX9G	HX9H	HX9F
32GB Black		HG04	HG08	HG00
32GB Silver		HG05	HG09	HG01
32GB Gold		HG06	HG0C	HG02
32GB Rose Gold		HG07	HG0F	HG03

Touch ID



Overview

Touch ID is a feature available on iPhone 5s or later, iPad mini 3 or later, iPad Air 2, iPad (5th generation), and iPad Pro models to secure the device from unauthorized access and allow users to authenticate into the iTunes store.



Touch ID can read multiple fingerprints and can read them in any orientation. All fingerprint information is encrypted and stored securely in the Secure Enclave on the user's device. Fingerprint data is not backed up to iCloud or to iTunes. When performing an erase of all content and settings, inform the user that fingerprint data will be lost and that Touch ID setup will be required.

As the feature is used, Touch ID will continue to learn and improve recognition of the user's fingerprint over time.

Using Touch ID sets the "Require Passcode" setting to "Immediately." The user will still have the option of entering the passcode, if desired. The user will be required to enter the passcode to unlock the device in certain situations:

- When the device is restarted
- When 48 hours have passed from the last time the device was unlocked
- When enrolling a new fingerprint after deleting all existing fingerprints

The user can use Touch ID instead of entering an Apple ID password to purchase content from the iTunes Store, the App Store, and the iBooks Store.

Note: Touch ID cannot be used for purchases if Require Password in Settings > General > Restrictions is set to Immediately.

Servicing Touch ID

Not everyone will be able to use the fingerprint scanner feature. Some people lack the impedance necessary to activate biometric devices. Do not submit these devices for repair.

- Have the customer try to activate a known-good device with Touch ID, if possible, to verify whether the customer falls within this very small minority of users.
- Clean dirt or debris from the Touch ID sensor with a clean, lint-free cloth.
- Ensure that fingers are clean and dry. **Note:** Moisture, lotions, sweat, oils, cuts, or particularly dry skin may affect fingerprint recognition. Certain activities can also temporarily affect fingerprint recognition, including exercising, showering, swimming, cooking, or other conditions or changes that affect your fingerprint.
- Check for obstructions (such as a screen protector) around the sensor and ring.

Do not service or replace the device for issues with a specific finger or fingers. If the customer has an issue with certain fingers, then explain that in some cases Touch ID may be unable to match those fingers consistently. This is usually caused by the readability of that fingerprint, and the customer can try to enroll the finger at a later time or use a different finger for Touch ID. If you and the customer are both unable to enroll any fingers on the device, then this indicates that there is an issue with the Touch ID sensor and the device should be serviced.

Refer to article [HT201371: Use Touch ID on iPhone and iPad](#) for more information.

Night Shift

Overview

Night Shift gradually shifts display white balance to the warmer end of the spectrum (slightly redder, less bluish hues). Once shifted, the setting does not automatically adjust to further changes in ambient lighting conditions. Night Shift regulates the impact of blue light emitted at nighttime to alleviate user eye strain.

Night Shift is available on iPhone 5s or later, iPad mini 2 or later, iPad Air models, iPad (5th generation), iPad Pro models, and iPod touch (6th generation), running iOS 9.3 or later.

Night Shift can use location and time to determine sunset and sunrise times or use a schedule. The default schedule is 10PM–7AM. Night Shift's transition time is 30 minutes.

Night Shift can be manually activated in Settings or Control Center.

Troubleshooting

Important: Night Shift affects the colors displayed on the device. If the user or technician has vision perception issues such as color-blindness, the issue may be perceived differently. You may need to ask another person or service technician without vision perception issues to help verify the issue.

1. Place the user's device side-by-side with a known-good, similar device showing the same image in the same app.

Run Display Backlight and Color / Display Image Quality diagnostics in AST 2 on both devices to compare images. The color images in these diagnostics are helpful for finding and comparing image quality differences.

If AST 2 is not available, compare both devices using a white image, such as a blank email message.

Important: Verify that both devices are running identical environments (same app, settings, iOS versions).

2. Go to Settings > General > Accessibility. Verify that Invert Colors, Grayscale, and Increase Contrast are disabled. These settings may override Night Shift settings.
3. Go to Settings > Display & Brightness. Verify that Auto-Brightness is on and that the Brightness settings are identical on both devices.
4. Go to Settings > Display & Brightness on both devices and toggle Night Shift off and on. Compare the user's device with the known-good device.

Important: Perform all troubleshooting in a well-lighted environment that has neutral, even lighting. Avoid testing in a dark room or in an environment that is illuminated with non-neutral lighting, such as colored lighting. Place both devices side by side on a flat, horizontal surface. View the devices from the same angle. Do not hold the devices at different angles.

Refer to article [HT202613: Adjust the display settings on your iPhone, iPad, or iPod touch](#) for more information about using Brightness settings.

iOS

Overview

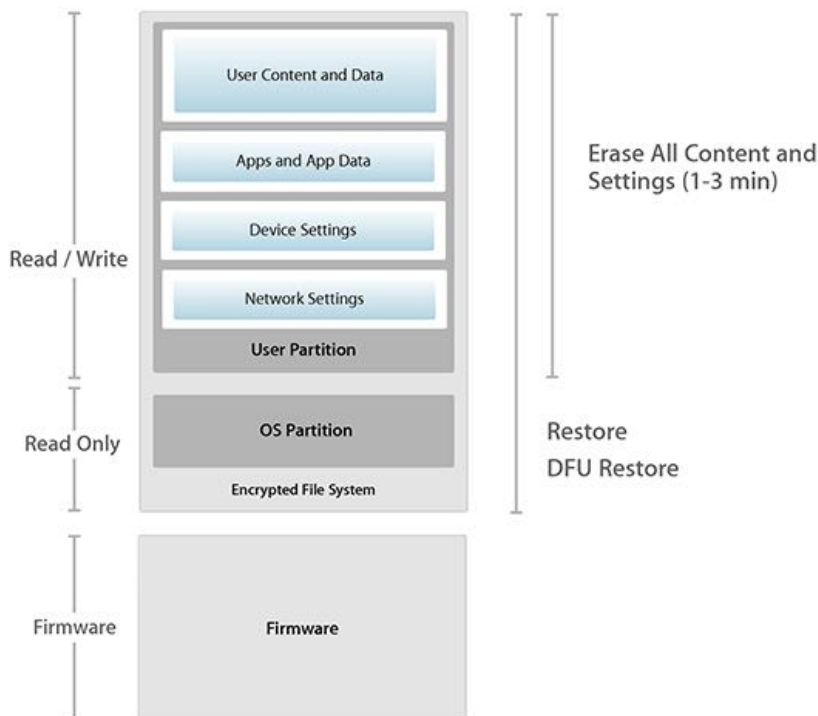
iOS 10 is the latest mobile operating system for iPhone, iPad, and iPod touch. iOS 10 is compatible with iPhone 5 or later, iPad mini 2 or later, iPad (4th generation) or later, iPad Air models, iPad Pro models, and iPod touch (6th generation).

Service Considerations

Restore Types and File System

Issues with software may be resolved by erasing or restoring the device. Most issues reside in the read/write portion of the file system; the read-only portion cannot be modified by the user. It is not necessary to perform a restore or a DFU restore in most cases. Use a restore or DFU restore only if the device was interrupted during an update, if the device appears not to turn on, or if a Service Guide contains instructions that specifically call for a restore.

Note: If the device is connected to iTunes, then updating the software may resolve an issue without erasing content and settings. If updating the software does not work, then it may be necessary to restore the device, which will erase all content and settings.



Troubleshooting

Refer to article [TP880: Common Troubleshooting Procedures](#) for more details.

To isolate a software issue, use the following steps.

1. Have the user create a backup (using either iCloud or iTunes) so that the data on the device is saved. Refer to article [TP322: Back Up User Data](#) for more details.
2. Update to the latest software.
3. Restart the device.
4. Erase all contents and settings (Settings > General > Reset > Erase All Content and Settings).
5. Set up the device as new, without restoring from backup.
6. Test the device hardware and iOS for the original issue. If the issue cannot be reproduced, do not replace the device.
7. Restore from backup. If restoring from either backup (iCloud or iTunes) causes the software issue to return, then there is no reason to restore from the other backup method as it will lead to the same result.

iOS Diagnostics

Search for article “AST 2 for iOS Reference Guide - Table of Contents” for more information.

Apple Service Toolkit 2 (AST 2) is a cloud-based diagnostic system to help technicians triage and verify repairs for most Apple devices.

AST 2 for iOS currently supports Apple devices running iOS 8.1 or later and Apple Watch.
Some diagnostic tests and tools in AST 2 require the device under test to be running iOS 9 or later.

Apple Apps

Apple apps may be hidden from the home screen. These apps are not deleted as they are part of iOS. These apps can be restored by searching the App Store and touching the Download button.

Music > Optimize Storage

This feature will automatically remove songs that have not been played in a while.

Battery

Refer to article [HT201264: About the battery usage on your iPhone, iPad, and iPod touch](#) and [HT205234: Use Low Power Mode to extend battery life on your iPhone](#) for detailed information.

Low Power Mode

This feature allows users to increase battery life by reducing some functionality. Email fetch, Hey Siri, Background App Refresh, Automatic Downloads, and some visual effects are reduced or turned off.

Low Power Mode can be turned on manually in Settings > Battery.

When Low Power Mode is active, the battery icon will appear yellow and the battery percentage will be displayed.

Battery Usage

Settings > Battery > Battery Usage displays battery usage by app.

This feature can display the percentage of battery use by day or week.

The Home screen and Lock screen will usually have the highest usage.

Apps that have been given permission to run in the background will be noted as “background activity.”

Wi-Fi Assist

Refer to article [HT205296: About Wi-Fi Assist](#) for more information.

Wi-Fi assist allows a device running iOS 9 or later to stay connected to the Internet even with a poor Wi-Fi connection. If the Wi-Fi signal strength drops too low, then the device will seamlessly switch to cellular data.

Wi-Fi Assist is turned on by default.

Any iOS device that has a cellular data plan and is running iOS 9 or later can use Wi-Fi assist, except for iPhone 4s, iPad 2, iPad (3rd generation), and iPad mini (1st generation).

iTunes



iTunes may be used to restore or update a device to iOS 10. General system requirements for iTunes 12.5.5 are listed below; detailed requirements are listed on the download page. Download iTunes from www.apple.com/itunes/download/.

Mac Software System Requirements

- OS X version 10.9.5 or later
- 400MB of available disk space
- Apple Music, Apple Music Radio, iTunes in the Cloud, and iTunes Match availability may vary by country
- iTunes Extras require OS X version 10.10.3 or later

Windows Software System Requirements

- Windows 7 or later
- 64-bit editions of Windows require the iTunes 64-bit installer; for more information, visit www.apple.com/itunes/download/
- 400MB of available disk space
- Screen reader support requires Window-Eyes 7.2 or later; for information about accessibility in iTunes, visit www.apple.com/accessibility
- iTunes is now a 64-bit application on 64-bit versions of Windows. Some third-party visualizers may no longer be compatible with this version of iTunes. Please contact the developer for an updated visualizer that is compatible with

iTunes 12.1 or later

- Apple Music, Apple Music Radio, iTunes in the Cloud, and iTunes Match availability may vary by country

An Apple ID is required for some iOS features. Refer to article [TP318: Apple ID](#) for specific features and Apple ID troubleshooting.

iTunes



Download iTunes from www.apple.com/itunes/download/

Mac System Requirements

- Hardware:
 - Mac computer with an Intel processor
 - To play 720p HD video, an iTunes LP, or iTunes Extras, a 2.0GHz Intel Core 2 Duo or faster processor is required
 - To play 1080p HD video, a 2.4GHz Intel Core 2 Duo or faster processor and 2GB of RAM is required
 - Screen resolution of 1024x768 or greater; 1280x800 or greater is required to play an iTunes LP or iTunes Extras
 - Broadband Internet connection to use Apple Music, the iTunes Store, and iTunes Extras
 - Apple combo drive or SuperDrive to create audio, MP3, or back-up CDs; some non-Apple CD-RW recorders may also work. Songs from the Apple Music catalog cannot be burned to a CD.
- Software:
 - OS X version 10.8.5 or later, Apple Music requires OS X version 10.9.5 or later
 - 400MB of available disk space
 - Apple Music, Apple Music Radio, iTunes in the Cloud, and iTunes Match availability may vary by country
 - iTunes Extras require OS X version 10.10.3 or later

Windows System Requirements

- Hardware:
 - PC with a 1GHz Intel or AMD processor with support for SSE2 and 512MB of RAM
 - To play Standard Definition video from the iTunes Store, an Intel Pentium D or faster processor, 512MB of RAM, and a DirectX 9.0-compatible video card is required.
 - To play 720p HD video, an iTunes LP, or iTunes Extras, a 2.0GHz Intel Core 2 Duo or faster processor, 1GB of RAM, and an Intel GMA X3000, ATI Radeon X1300, or NVIDIA GeForce 6150 or better is required.
 - To play 1080p HD video, a 2.4GHz Intel Core 2 Duo or faster processor, 2GB of RAM, and an Intel GMA X4500HD; ATI Radeon HD 2400; Nvidia GeForce 8300 GS or better is required.
 - Screen resolution of 1024x768 or greater; 1280x800 or greater is required to play an iTunes LP or iTunes Extras
 - 16-bit sound card and speakers
 - Broadband Internet connection to use Apple Music, the iTunes Store, and iTunes Extras
 - iTunes-compatible CD or DVD recorder to create audio CDs, MP3 CDs, or back-up CDs or DVDs. Songs from the Apple Music catalog cannot be burned to a CD.
- Software:
 - Windows 7 or later
 - 64-bit editions of Windows 7 and Windows 8 require the iTunes 64-bit installer
 - 400MB of available disk space
 - Screen reader support requires Window-Eyes 7.2 or later; for information about accessibility in iTunes, visit www.apple.com/accessibility
 - iTunes is now a 64-bit application on 64-bit versions of Windows 8 and 7. Some third-party visualizers may no longer be compatible with this version of iTunes. Please contact the developer for an updated visualizer that is compatible with iTunes 12.1 or later
 - Apple Music, Apple Music Radio, iTunes in the Cloud, and iTunes Match availability may vary by country

Apple ID is required for some iOS features. Refer to article [TP318: Apple ID](#) for specific features and Apple ID troubleshooting.

Apple ID

Many iOS features require an Apple ID, including:

- App, iTunes, and iBooks Stores
- Apple Music
- Apple Pay
- Game Center
- iCloud
- iMessage
- Find My Friends
- Find My iPhone

While troubleshooting, you may isolate a user's issue to his or her Apple ID. You should help users resolve issues with their existing Apple IDs, instead of creating new ones. Creating a new Apple ID for a user who already has one can confuse the user and cause the creation of multiple iTunes and App Store accounts.

Refer users who do not know if they have Apple IDs to appleid.apple.com, where they can do the following:

- Find out if he or she has an Apple ID
- Reset his or her Apple ID password
- Manage the information associated with his or her Apple ID

If a user has any of the following services, he or she already has an Apple ID and should not create a new one.

- Apple Developer programs
- Apple Music
- Apple Online Store
- Apple Retail services and programs
- Apple Store app
- Apple Support Communities
- Apple TV
- App Store
- Find My Friends
- Find My iPhone
- Game Center
- iBooks Store
- iCloud
- iMessage
- iTunes Genius
- iTunes Home Sharing
- iTunes Match
- iTunes Radio
- iTunes Store
- iTunes U
- Jobs at Apple
- Mac App Store
- My Apple ID
- My Support Profile
- Photo Print Products
- Volume Purchase Program

Note: Apple IDs cannot be merged. The user's preferred Apple ID should be used. Purchased items such as music, movies, or software using your other Apple IDs are still accessible. Refer to article [HT204053: Sign in with your Apple ID](#) to learn more about using two different Apple IDs for iCloud and iTunes.

Accessories

Accessories included with iPhone 7 and 7 Plus:

- 5W USB Power Adapter
- EarPods with Lightning Connector
- Lightning to 3.5 mm Headphone Jack Adapter
- Lightning to Micro USB Adapter (Some countries)
- Lightning to USB Cable (1m)

Accessories included with iPhone 6, 6 Plus, 6s, and 6s Plus:

- 5W USB Power Adapter
- EarPods with 3.5 mm Headphone Plug
- Lightning to Micro USB Adapter (Some countries)
- Lightning to USB Cable (1m)

Additional accessories (not included):

- Lightning to USB Cable (0.5m)
- Lightning to USB Cable (2m)
- Lightning to 30-pin Adapter
- Lightning to 30-pin Adapter (0.2m)
- Lightning Digital AV Adapter
- Lightning to VGA Adapter
- Lightning to SD Card Camera Reader
- Lightning to USB Camera Adapter
- Lightning to USB 3 Camera Adapter
- iPhone Lightning Dock
- Leather Case*
- Silicone Case*
- [iPhone 6s Smart Battery Case](#)
- [iPhone 7 Smart Battery Case](#)
- [AirPods](#)

***Service Strategy for Leather and Silicone Cases:** Leather and silicone cases are available as out-of-warranty service parts. To identify conditions which may affect warranty coverage, refer to article [SM268: Visual/Mechanical Inspection \(VMI\) Guide for Apple Cases and Covers](#).

5W USB Power Adapter

- Ultracompact design
- Fast, efficient charging



EarPods

- Built-in remote to adjust volume, control music and video playback, and answer or end calls
- Designed to rest comfortably inside a variety of ear sizes
- Speakers inside are designed to minimize sound loss and maximize sound output



Lightning to USB Cable

- USB 2.0
- Connects iPhone, iPad, or iPod (with Lightning connector) to a computer's USB port to sync and charge, or to a USB Power Adapter to charge from a wall outlet
- Reversible design



Lightning to 3.5 mm Headphone Jack Adapter

- Connect devices that use a 3.5 mm audio plug to a Lightning device
- Supports analog audio output
- Compatible with iPhone 5 and later, running iOS 10 or later



Lightning to Micro USB Adapter

- Connects devices with a Lightning connector to micro USB cables and chargers to sync and charge your device



Lightning to 30-pin Adapter

- Connects devices with a Lightning connector to many 30-pin accessories*
- Supports analog audio output and USB audio, as well as syncing and charging
- Video output is not supported

*Some 30-pin accessories are not supported



Lightning to 30-pin Adapter (0.2m)

- Connects devices with a Lightning connector to many 30-pin accessories*
- Supports analog audio output and USB audio, as well as syncing and charging
- Video output is not supported

*Some 30-pin accessories are not supported



Lightning Digital AV Adapter

- Supports mirroring of a device's screen to a HDMI-equipped TV, display, projector, or other compatible display in up to 1080p HD
- Requires a HDMI cable (sold separately) for connection to a TV or projector
- Supports both video and audio output



Lightning to VGA Adapter

- Supports mirroring of a device's screen to a VGA-equipped TV, display, projector, or other compatible display in up to 1080p HD
- Requires a VGA cable (sold separately) for connection to a TV or projector
- Does not support audio output



Lightning to SD Card Camera Reader

- Downloads photos and videos from a digital camera
- Supports standard photo formats, including JPEG and RAW, along with SD and HD video formats, including H.264 and MPEG-4
- Compatible with iPhone 5 and later



Lightning to USB Camera Adapter

- Downloads photos and videos from a digital camera
- Supports standard photo formats, including JPEG and RAW, along with SD and HD video formats, including H.264 and MPEG-4
- Compatible with iPhone 5 and later



Lightning to USB 3 Camera Adapter

- Downloads photos and videos from a digital camera
- Supports standard photo formats, including JPEG and RAW, along with SD and HD video formats, including H.264 and MPEG-4
- Compatible with iPhone 5 and later

Note: The Lightning to USB 3 Camera Adapter transfers data at USB 3 speeds when connected to an iPad Pro 12.9-inch. All other iOS devices transfer at USB 2 speeds.



iPhone Lightning Dock

- Connects iPhone to a computer to sync and charge, or to the Apple USB Power Adapter to charge from a wall outlet using a Lightning to USB Cable
- 3.5 mm audio port, supports headphones with remote control or line-out
- Available in a variety of colors
- Compatible with iPhone 5 and later



Leather Case

- Leather exterior with soft microfiber lining
- Available in two sizes and a variety of colors



Silicone Case

- Silicone exterior with soft microfiber lining
- Available in two sizes and a variety of colors



iPhone 6s Smart Battery Case - Overview and Visual/Mechanical Inspection (VMI) Guide

iPhone 6s Smart Battery Case

- Silicone exterior with soft microfiber lining
- Lightning connector
- Charging indicator light
- Available in charcoal gray and white



Service Considerations

- The iPhone 6s Smart Battery Case does not have a power switch; the case functions automatically when connected to an iPhone. The iPhone 6s Smart Battery Case is compatible with iPhone 6 and 6s.
- When removing the iPhone from the case, fold the top section of the iPhone 6s Smart Battery Case and pull the iPhone out from the top of the case. Pull the iPhone parallel to the case; do not pull forward.
- Before troubleshooting the iPhone 6s Smart Battery Case, remove the iPhone and disconnect the Lightning connector. Reconnect and test functionality.
- The iPhone may take two minutes to detect the iPhone 6s Smart Battery Case. If the iPhone 6s Smart Battery Case is not detected, then restart the iPhone.
- Charging time will vary depending on the power adapter used and the amount of iPhone activity. Apple 12W USB power adapters will provide the quickest charge times. The iPhone battery and the iPhone 6s Smart Battery Case may charge at different rates.
- Check the Lightning connector for debris and clean it with an ESD-safe brush if needed.
- Use AST 2 to check the battery health.
- The iPhone 6s Smart Battery Case should not be exposed to liquids.

Status light colors:

- Amber when charging
- Solid green when fully charged
- Off when the case has been plugged in to a power adapter for longer than six hours



Serial Number

The iPhone 6s Smart Battery Case serial number is imprinted on the microfiber lining. The serial number can also be obtained through AST 2. Refer to article [TP1533: AST 2 for iOS Reference Guide - Serial Number Retrieval for iPhone and iPad Accessories](#).



Configuration Codes

When entering a serial number to begin service, verify that the color and region of the device match the serial number. The last four characters of the serial number is the unique configuration code of the iPhone 6s Smart Battery Case. This code identifies the color and region of the case.

Region	Charcoal Gray	White
Americas	G5T8	G5T9
Rest of the World	G5T6	G5T7

Visual/Mechanical Inspection (VMI) Guide

Device Wear Characteristics

The warranty does not apply to cosmetic damage (including but not limited to scratches, dents, and broken plastic on ports), or to defects caused by normal wear and tear or otherwise due to the normal aging of the device. If no hardware issue is present and cosmetic damage is the only reported issue, then deny a repair or replacement.

Examples of wear:

- Discoloration and/or staining
- Marks or scratches on silicone
- Tearing or loosening of silicone around the audio jack opening

Guidelines for Damage Classification and Reference Photos

The chart below outlines the service eligibility of different types of damage.

Eligible for Warranty Service:	<p>If the damage for which the user is seeking service is described below, then the device is eligible for warranty service. If the iPhone 6s Smart Battery Case also has accidental or liquid damage, then a whole unit replacement should be performed under warranty.</p> <ul style="list-style-type: none">• Swollen battery: Including deformation or case separation due to a swollen battery.
Eligible for Out-Of-Warranty Service (Returnable Damage):	<p>If the damage (or combination of damages) for which the user is seeking service is described below, then the device is eligible for out-of-warranty service.</p> <ul style="list-style-type: none">• Damaged Lightning connector: Foreign material that cannot be removed, including broken accessories, bent pins, broken plastic, or a bent bezel.
Ineligible for Service (Nonreturnable Damage):	<p>If the damage for which the user is seeking service is described below, then the device is ineligible for service. Return the device to the user.</p> <ul style="list-style-type: none">• Disassembled unit or missing parts: To receive service, the unit must have all functional parts and must be assembled.• Catastrophic damage: Includes units that are destroyed or forcibly separated into multiple pieces.• Counterfeit parts; damage caused by counterfeit parts, third-party parts, or unauthorized modifications: Damage caused by unauthorized modifications is ineligible for warranty or out-of-warranty service.

Additional Resources

iPhone Product Page

iPhone features and technology.

www.apple.com/iphone

iPhone Support Page

Information, guides, assistants, and troubleshooting tips.

www.apple.com/support/iphone

iPhone Tech Specs

System requirements, supported languages, media formats, and technical details.

support.apple.com/specs/iphone

iPhone User Guide

Easy to access, in-depth usage instructions for features and settings.

support.apple.com/manuals/iphone

iTunes Support Page

www.apple.com/support/itunes

Apple Batteries

www.apple.com/batteries

Micro-Inspection Procedure

First Steps:

1. Perform the Visual/Mechanical Inspection (VMI) before the Micro-Inspection.
2. Remove the black tape from the upper and lower logic board areas only. **Note:** Disconnect the display assembly and the Lightning and battery flexes before removing the tape.

Perform Micro-Inspection when an iPhone 6 does not turn on.

Exception: For mail-in repairs only perform Micro-Inspection when the externally-visible liquid contact indicator is triggered, damaged, or missing. If the external LCI is normal, for mail-in repairs, do not perform Micro-Inspection.

The examples below are intended to be a guide. Do not limit inspections to only the areas shown. Use them to assist in the inspection of the whole device for unauthorized modifications. Inspect the entire iPhone and document all signs of modification.

Unauthorized modifications may include:

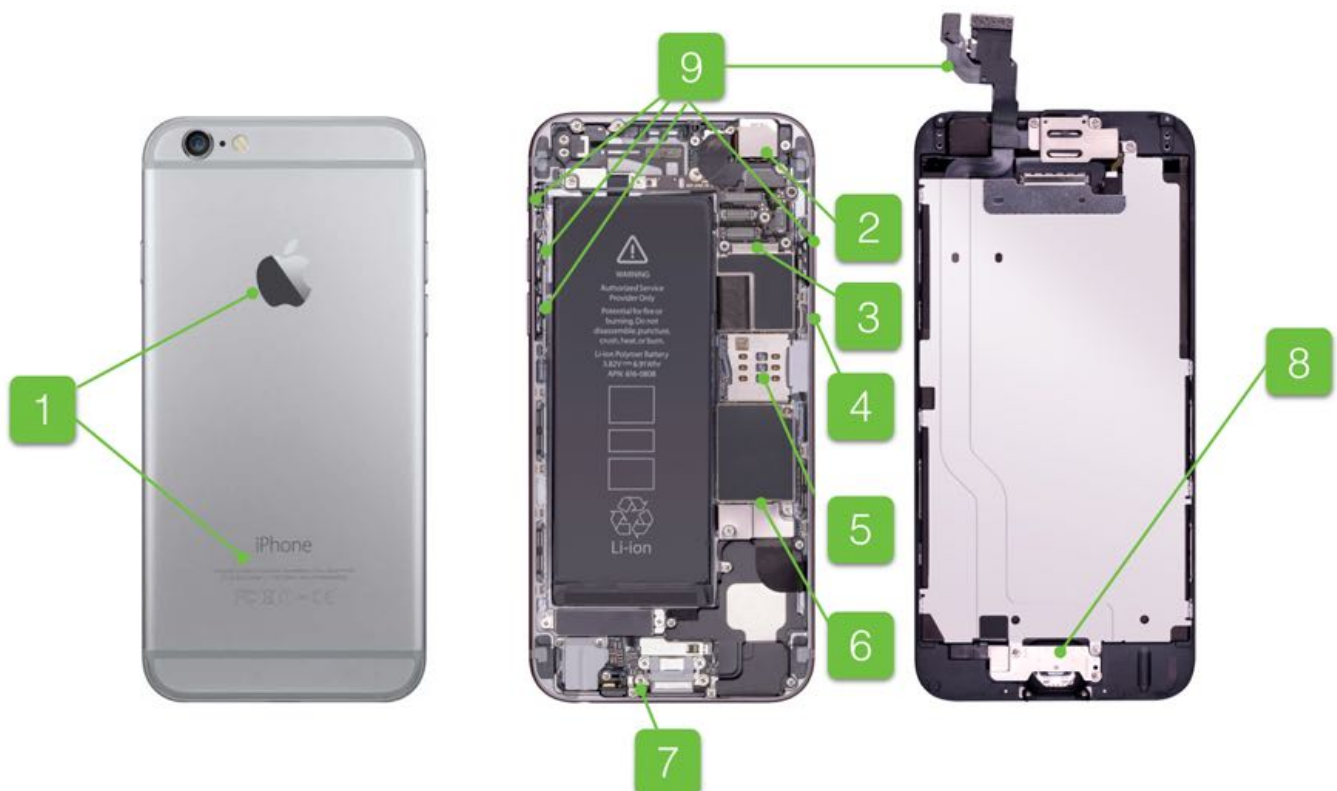
- Cut cables or flexes
- Pierced cables or flexes
- Damaged connectors or components
- Removed connectors or components
- Missing serial numbers
- Compressed or missing springs
- Burnt components

Use a USB microscope with 20X-200X magnification, capable of capturing a close-up image of any modified area. **Note:** Component examples shown below.

Important: Unauthorized modifications can alter a device's functionality and/or capability. A device with damage caused by unauthorized modifications is no longer eligible for service.

Note to Carriers/AASPs: To process repair and document test failure, use part number 011-0659, Micro-inspection 1.

Inspection Locations



1. Enclosure and markings

2. Camera area
3. Upper logic board
4. Enclosure visible with display removed
5. SIM card reader
6. Lower logic board
7. Dock flex
8. Display assembly
9. Buttons, ringer switch, and flexes

Unauthorized Modification Examples:

Enclosure and Markings

The enclosure should have two lines of text and regulatory markings.



Known-good Apple logo

Apple logo should be flush with the enclosure.

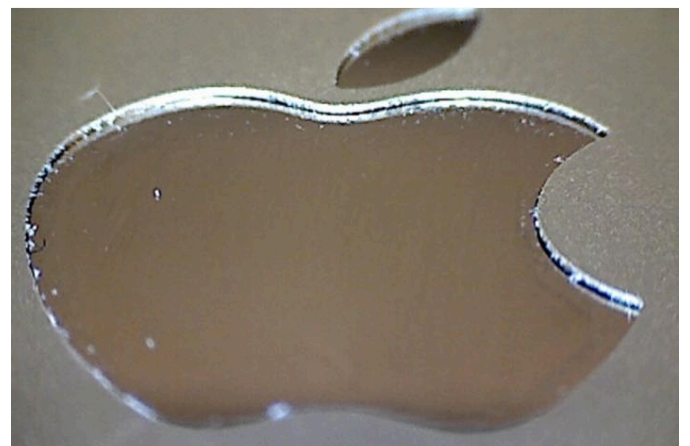


Third-party Apple logo



Known-good font

If font discrepancies are found, then continue inspection for other signs of damage or modification.



Third-party font

China

China

iPhone

iPhone

iPhone

iPhone

Designed
美国苹果公司 Apple
CMIT

Designed
美国苹果公司 Apple
CMIT

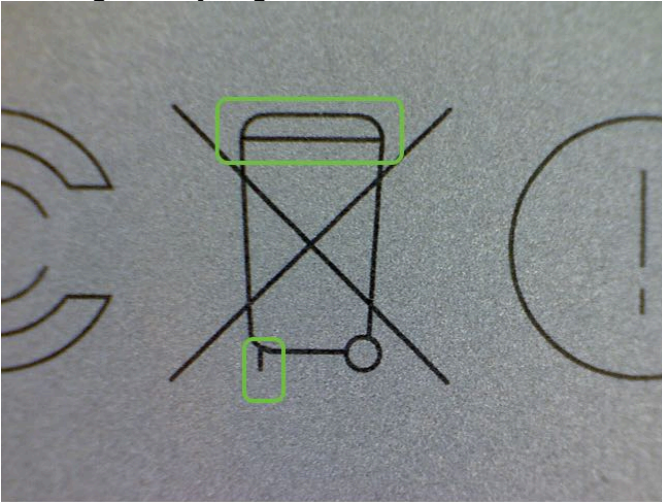
Known-good FCC marking

Third-party FCC marking Missing space between FCC and ID.

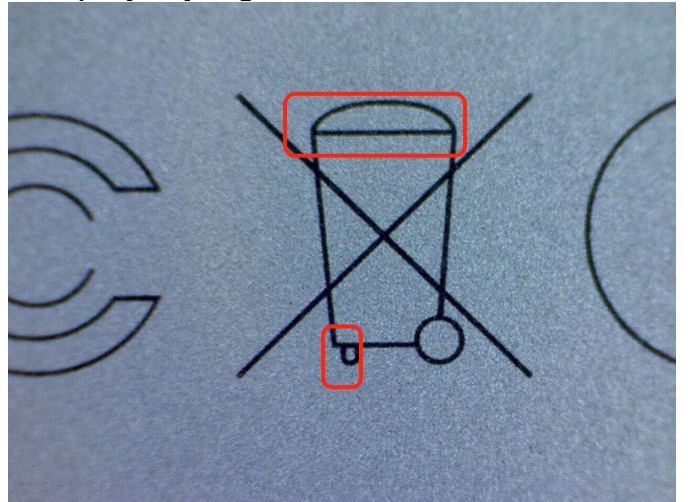
Designed by Apple
FCC ID: BCG-E

Designed by Apple
FCCID: BCG-E

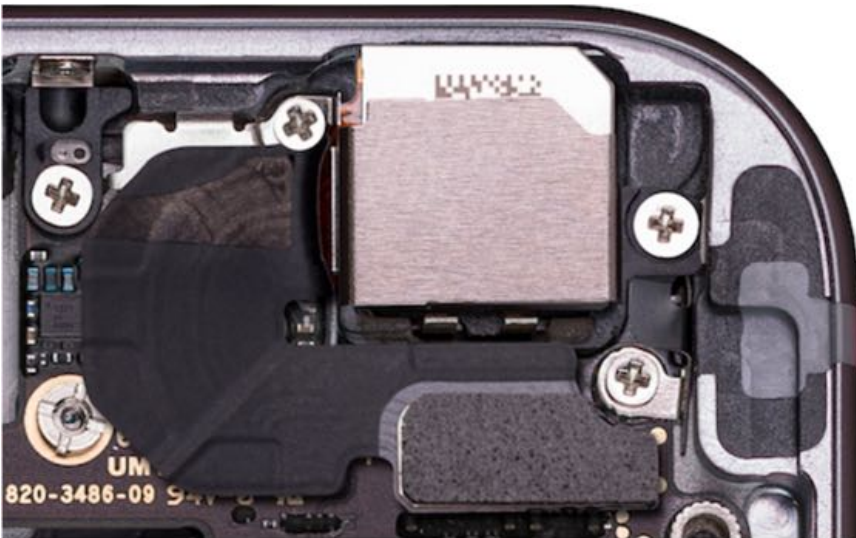
Known-good recycling icon



Third-party recycling icon

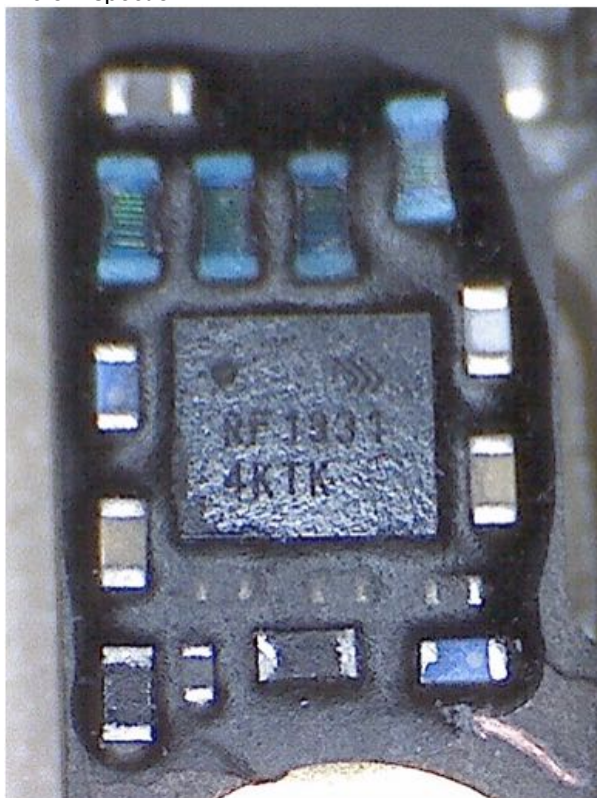


Camera area

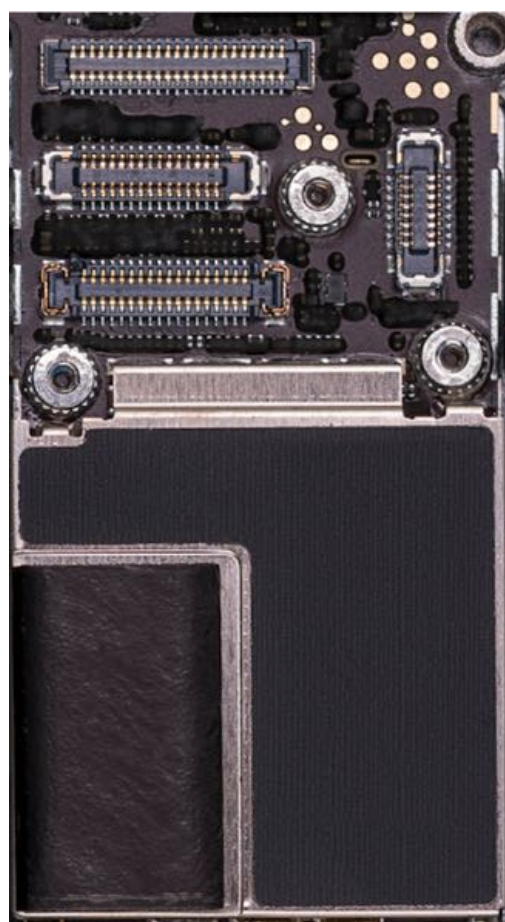
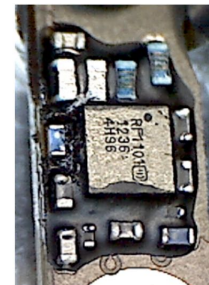
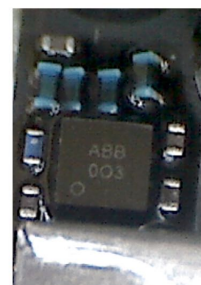
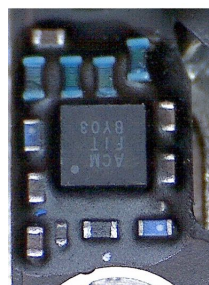


Known-good If print is visible, then it should be "RF1331." If there is visible print that is not "RF 1331," then the device is not eligible for service. If print is not visible, then continue the Micro-inspection.

Third-party

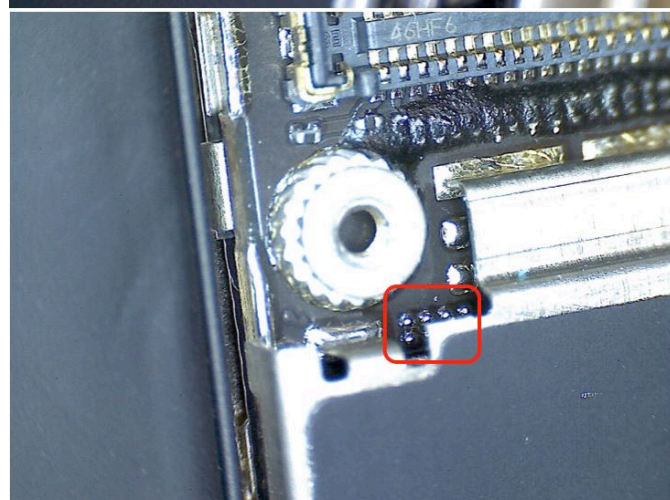
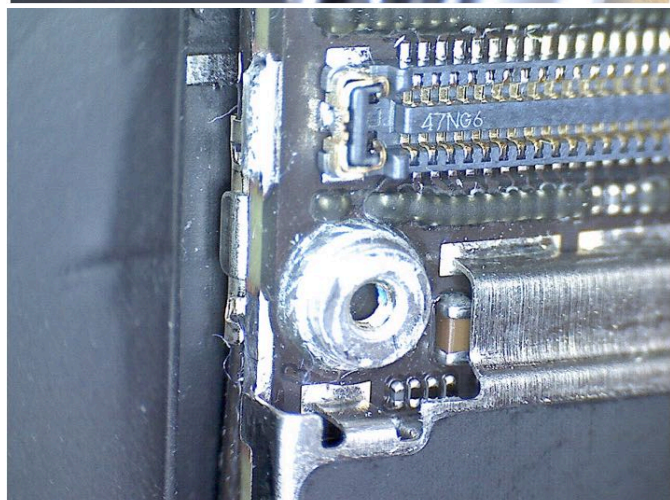
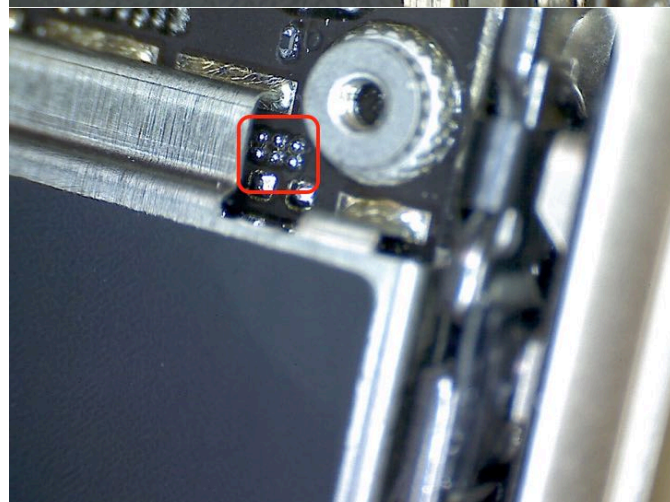
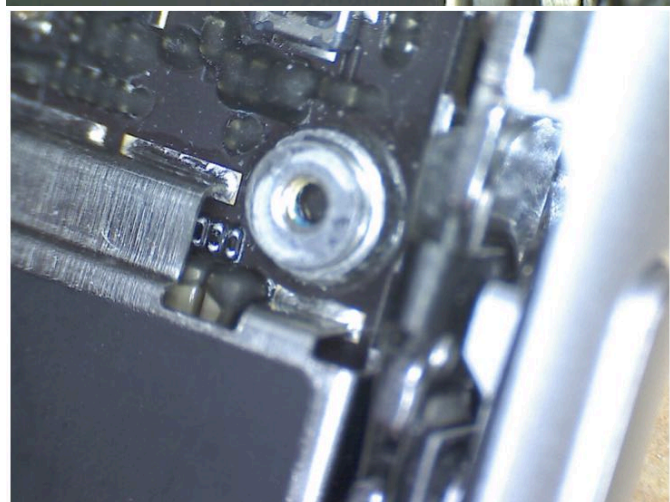
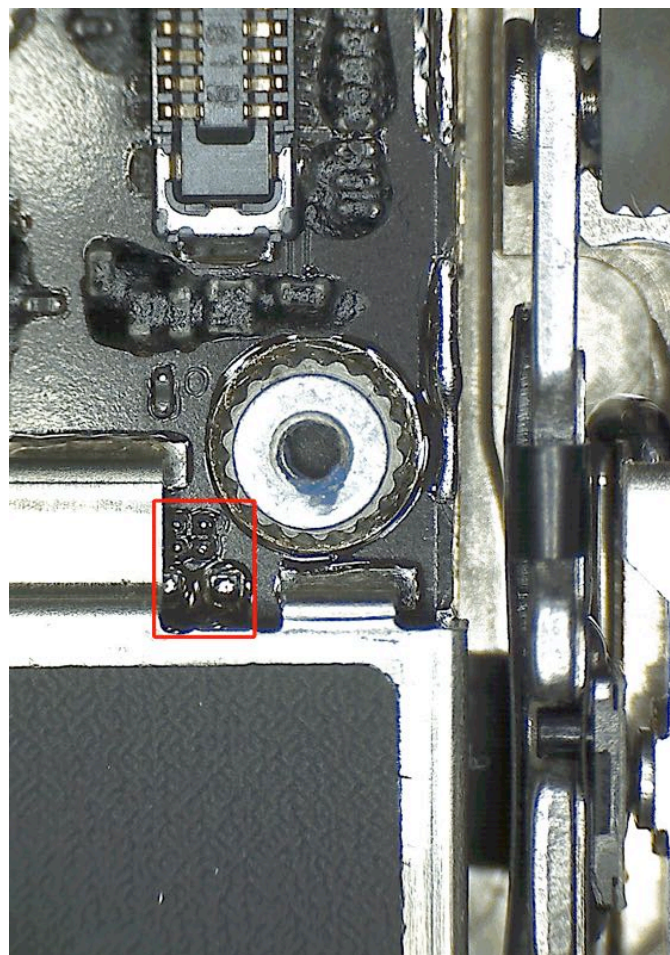
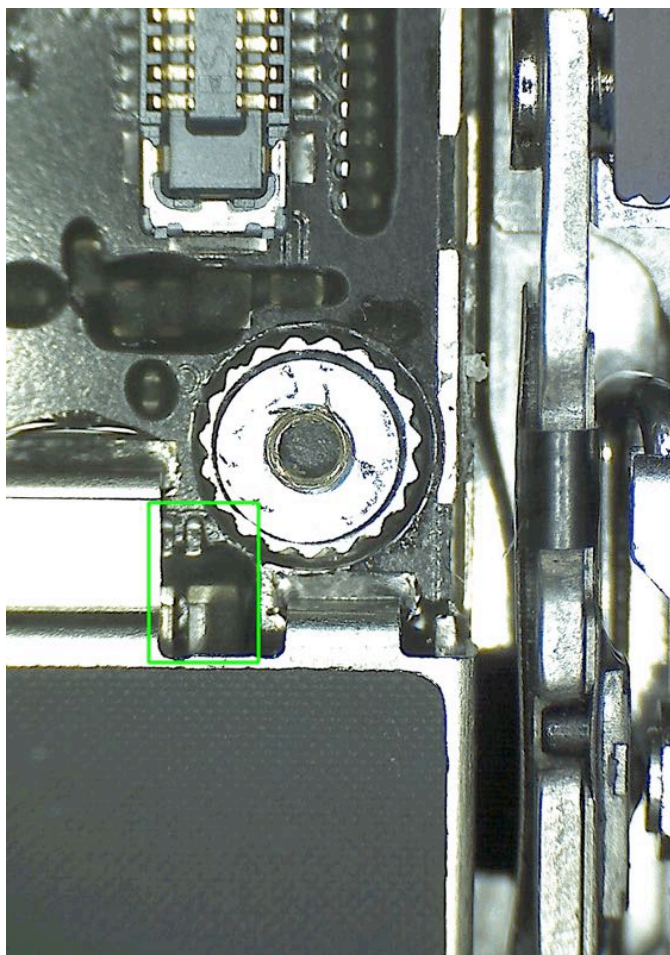


Upper logic board area



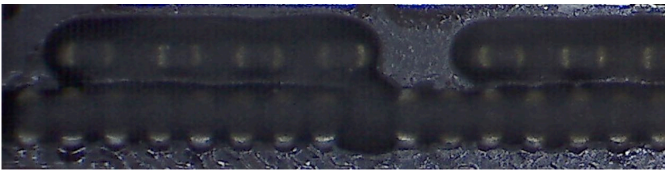
Undamaged component (upper logic board)

Damaged or missing component (upper logic board)

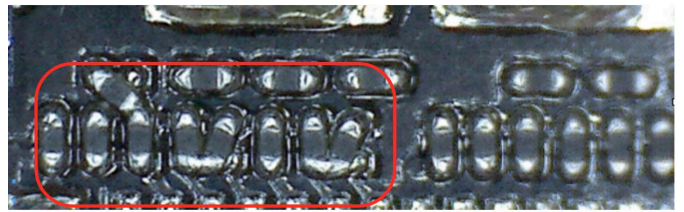
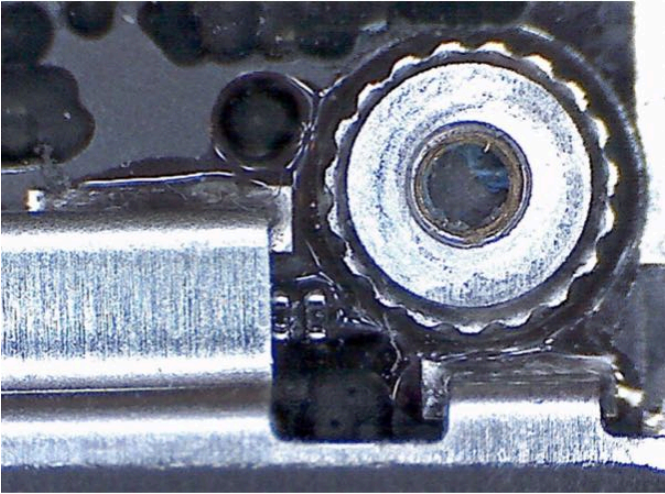


Undamaged components

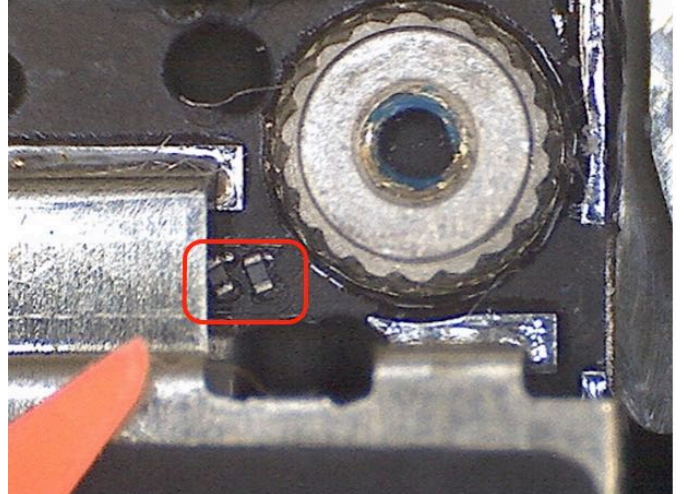
Third-party components with poor soldering



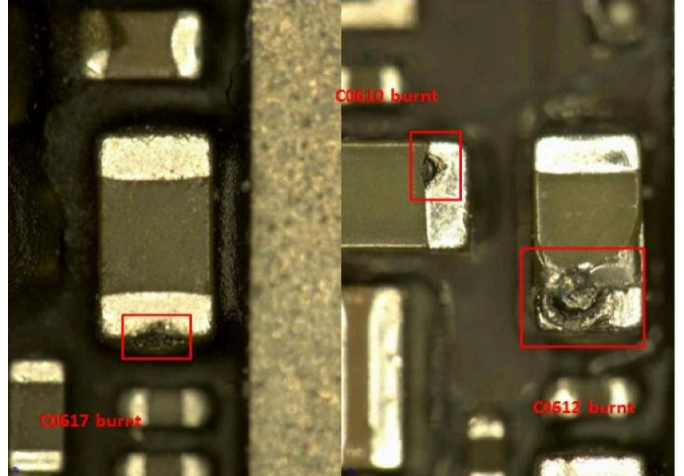
Undamaged components



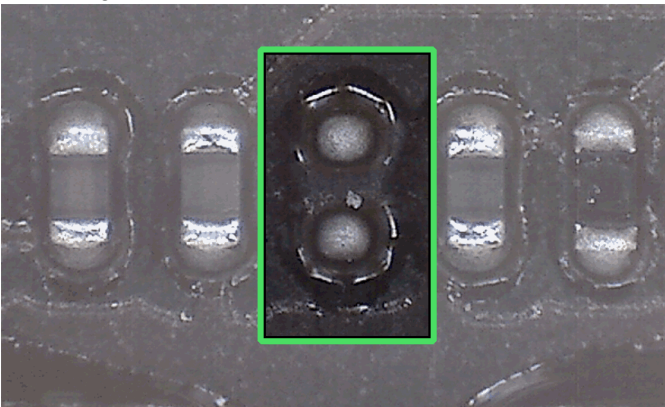
Third-party components with poor soldering



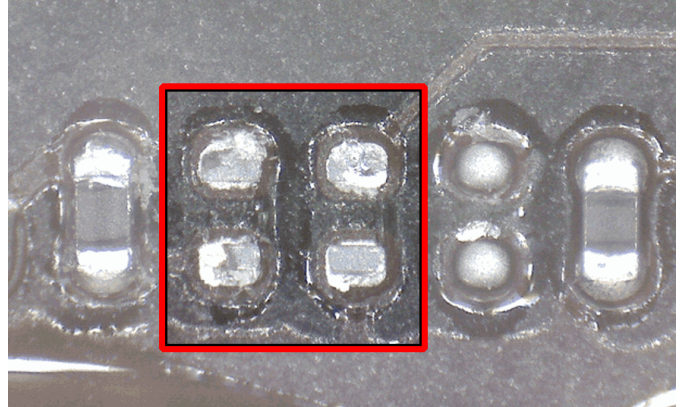
Burnt or punctured components



Component not present: When a component is not present by design, dome-shaped solder points will be present (undamaged).



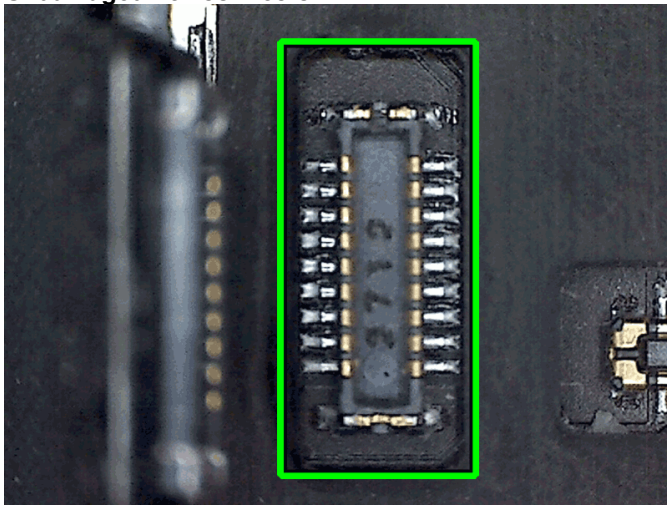
Component not present: When a component is not present due to removal, solder points will be as shown (damaged or forcibly removed).



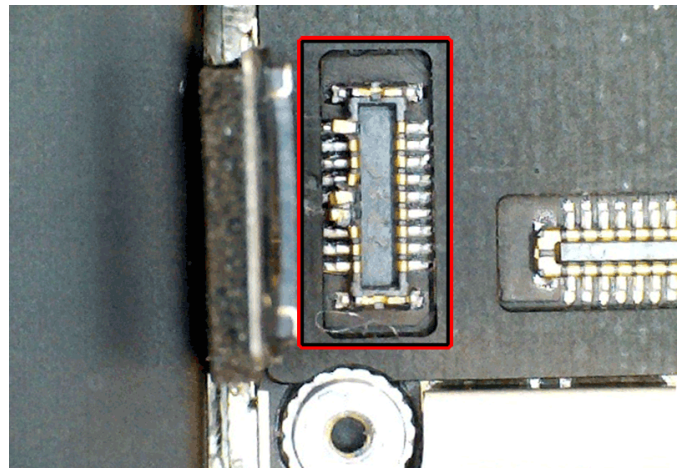
Damaged Connectors

Damaged connectors may have missing pins, a cracked connector frame, or improperly soldered pins. Damaged connectors may also have solder between pins or pads.

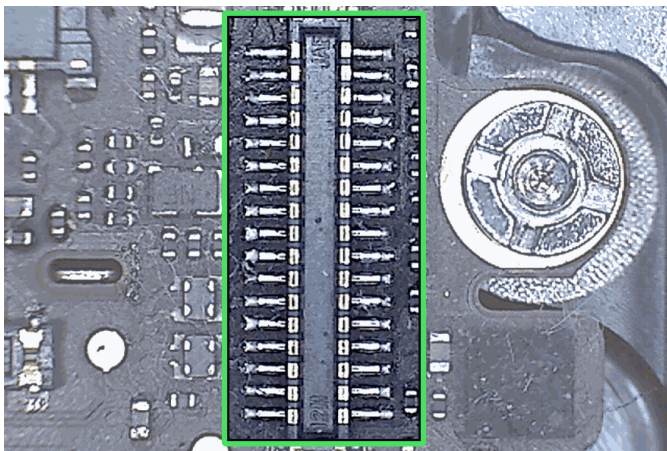
Undamaged flex connector



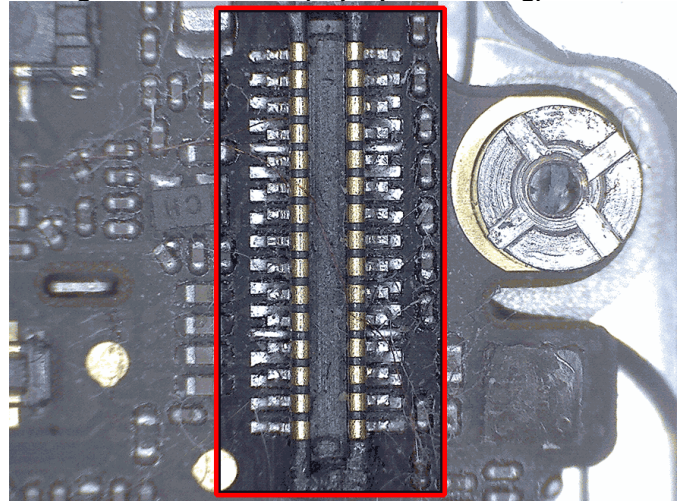
Damaged flex connector (bent and missing pins)



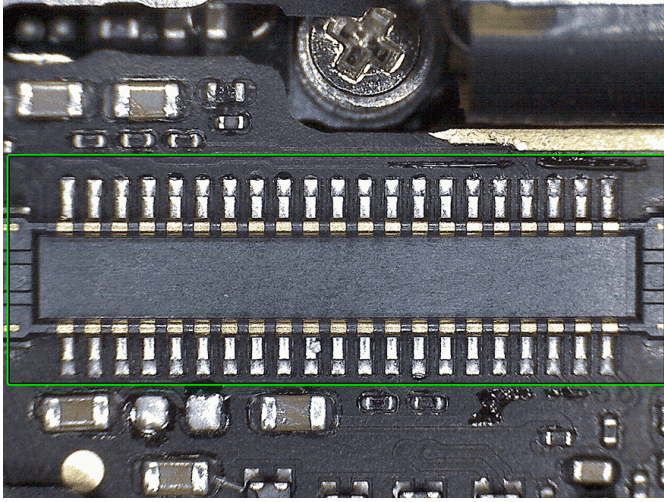
Undamaged flex connector



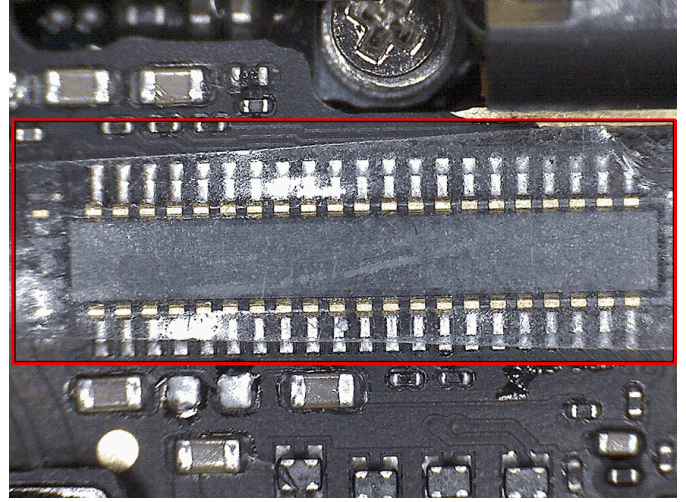
Damaged flex connector (improper soldering)



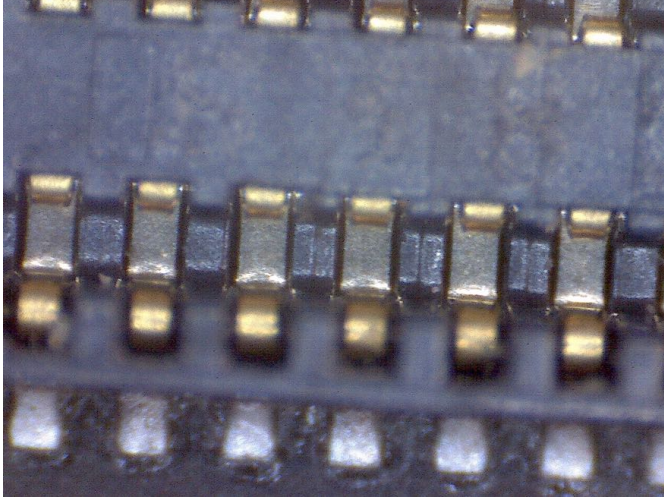
Undamaged connector



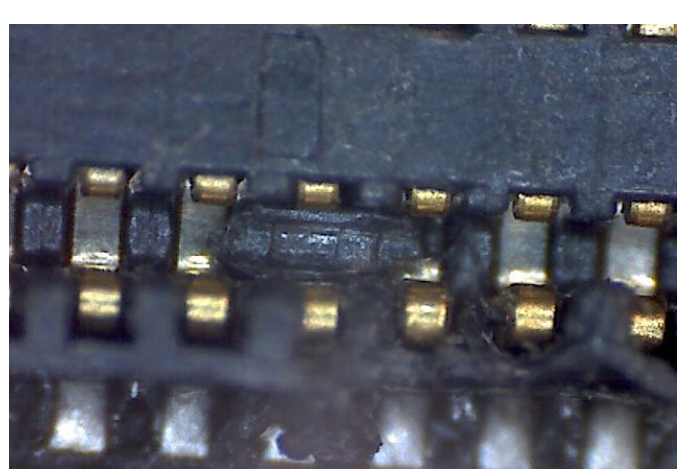
Damaged connector (foreign object)



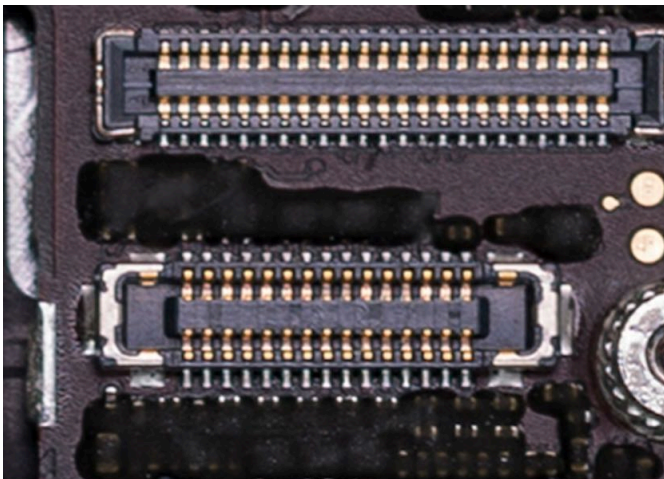
Undamaged connector



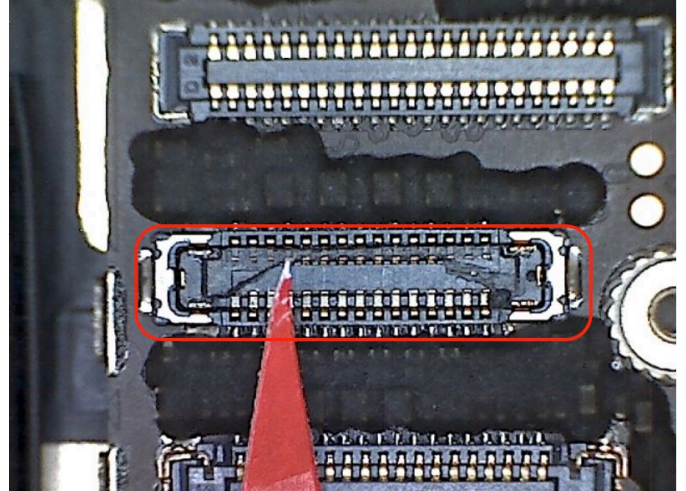
Damaged connector (foreign material)



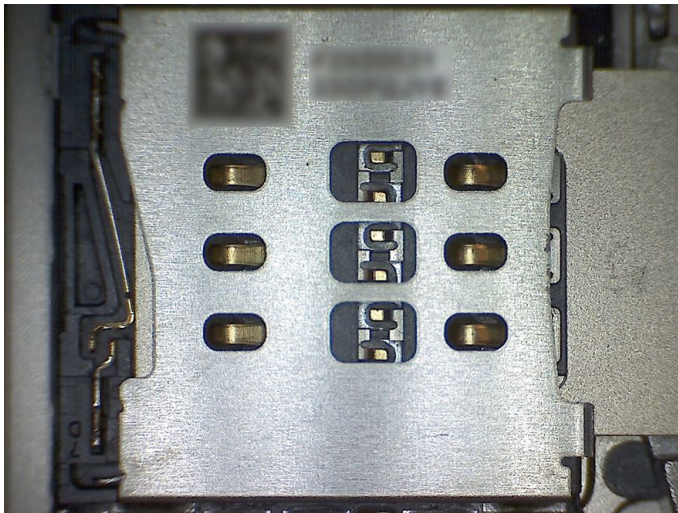
Undamaged connector



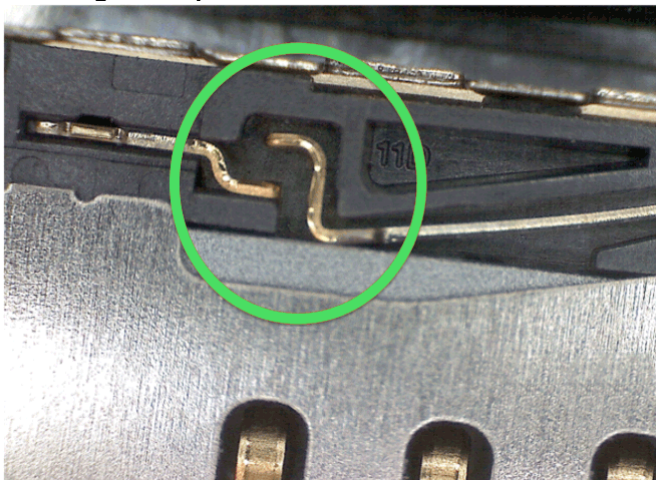
Damaged connector (cracked)



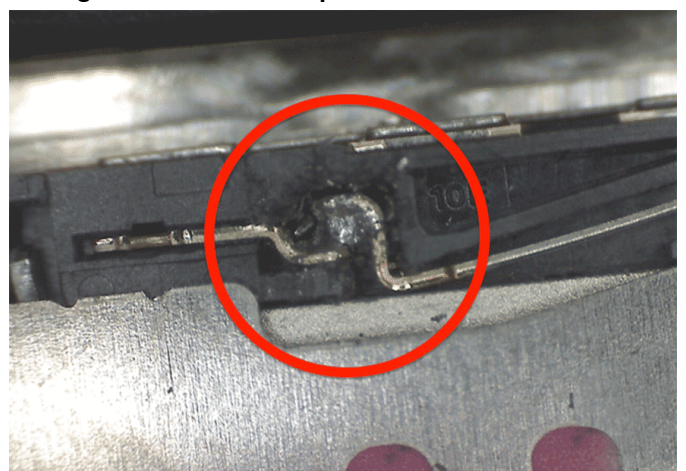
SIM Card Reader



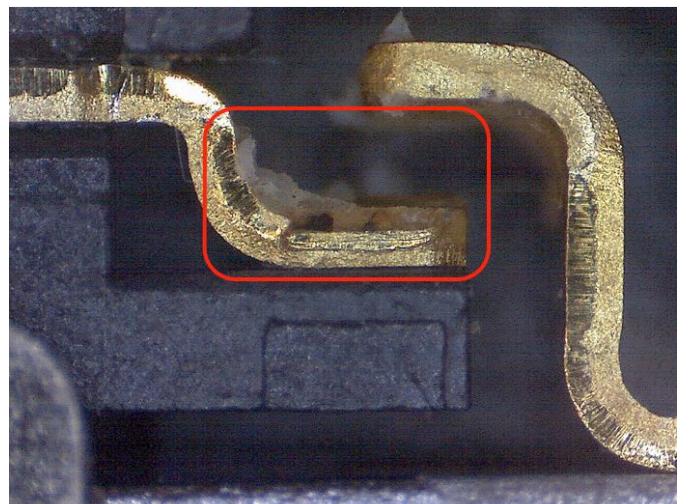
Undamaged component



Damaged or modified component

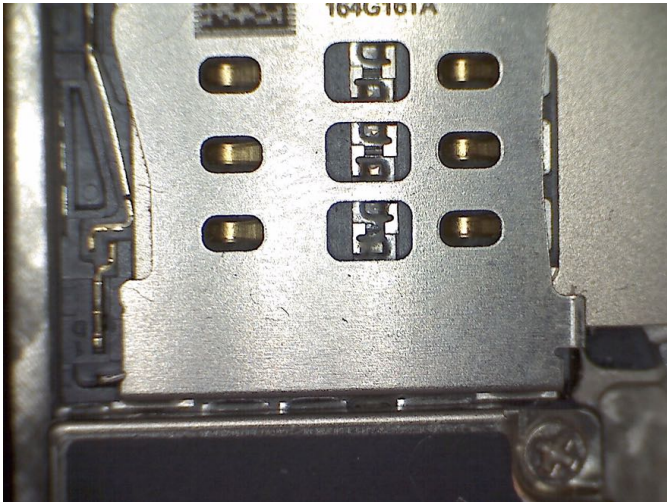


Debris or foreign matter in component

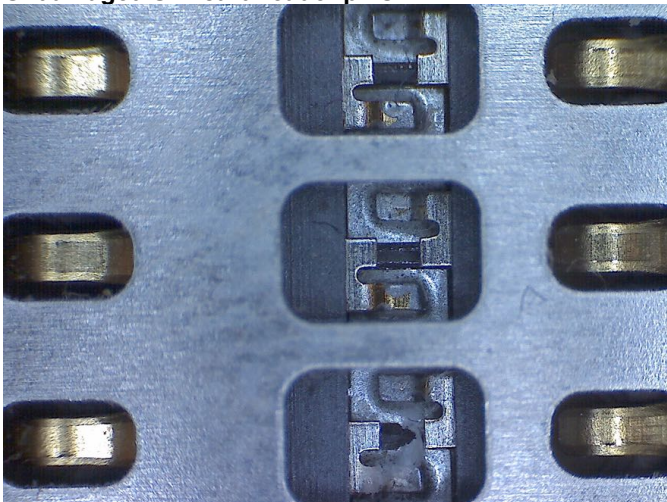


Undamaged SIM card reader pins

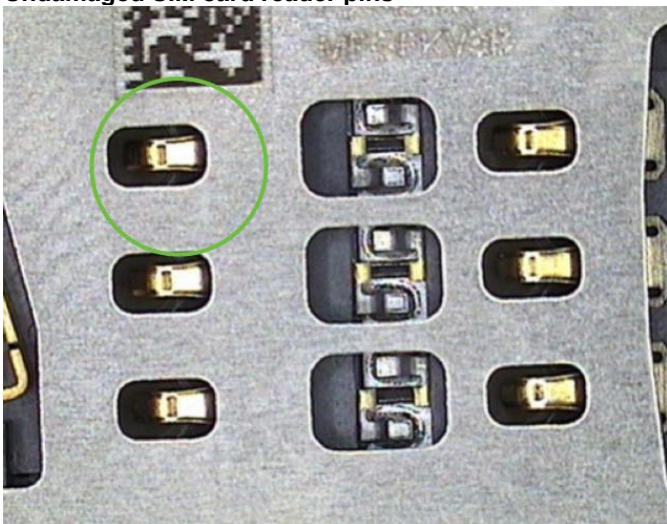
Damaged or modified component Pins covered with foreign material.



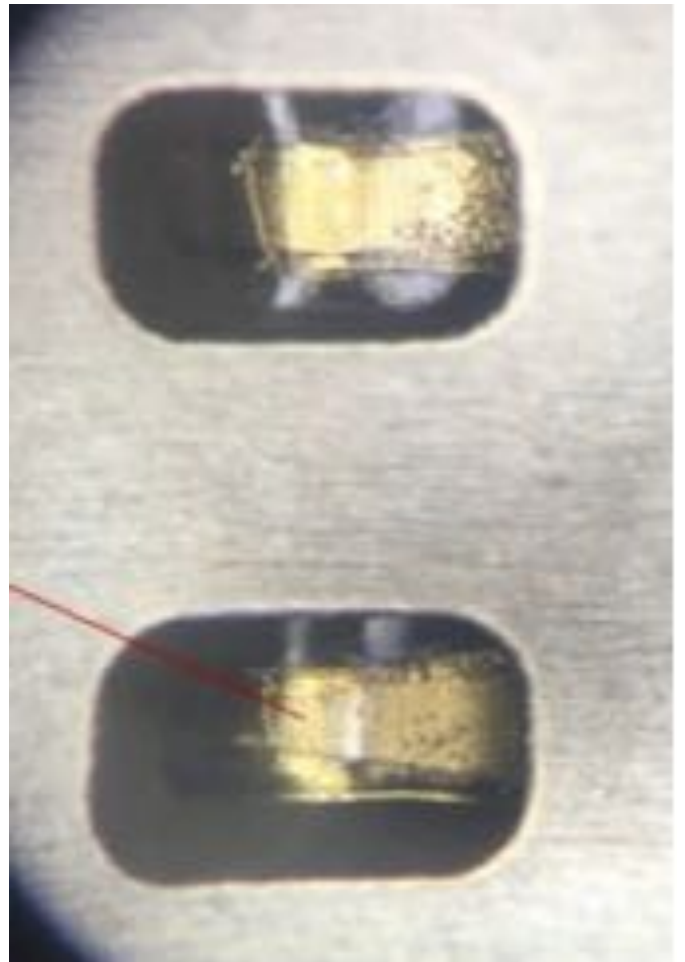
Undamaged SIM card reader pins



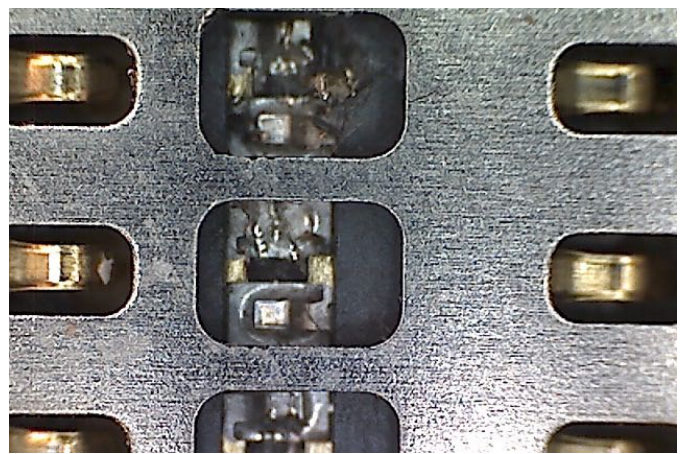
Undamaged SIM card reader pins



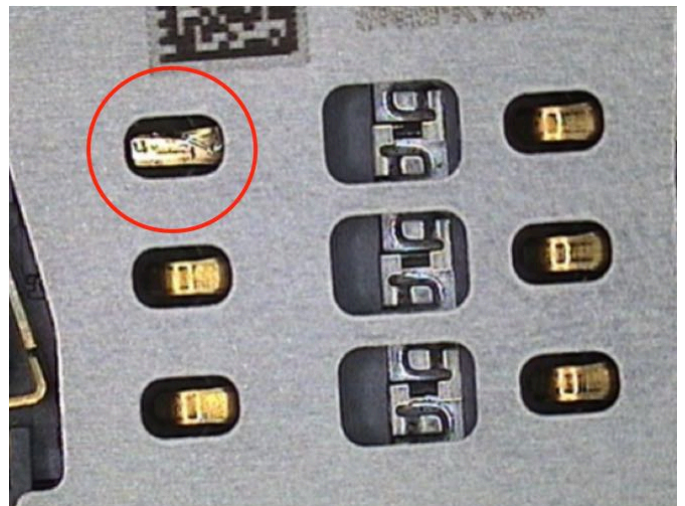
Undamaged SIM card reader pins



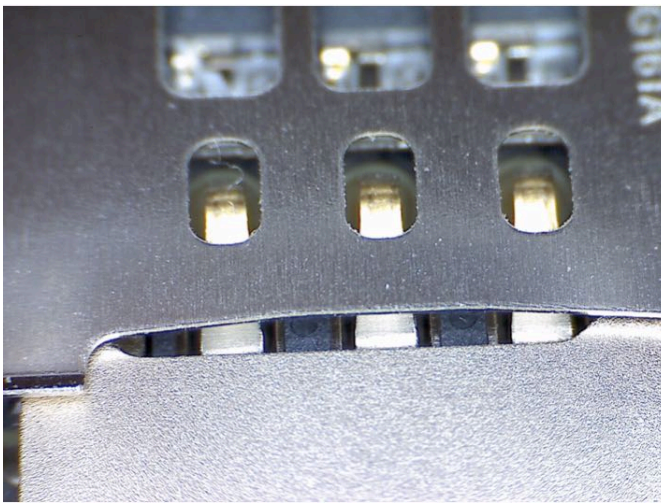
Damaged or modified component



Damaged or modified component

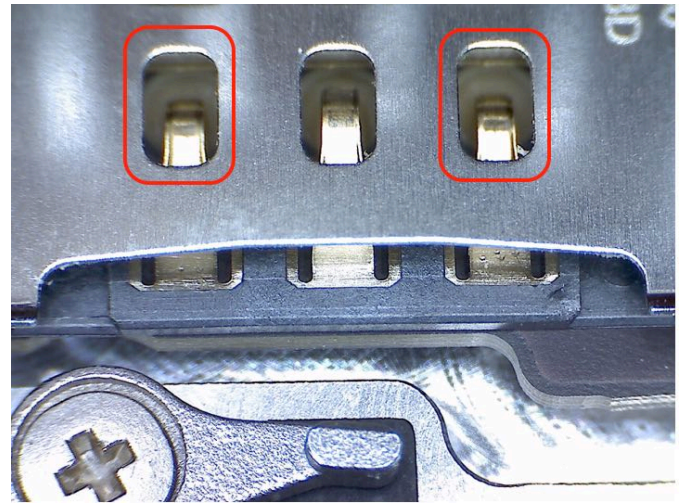


Bent SIM card reader pins

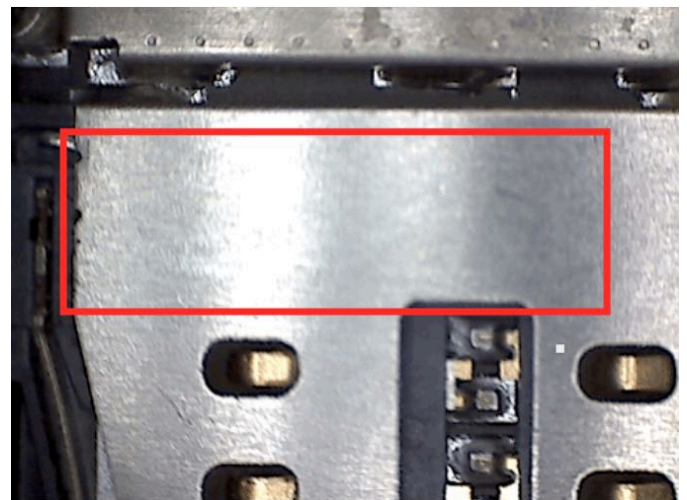


Apple serial number

The etched serial number maybe at the top or bottom of the SIM card reader. A missing serial number is a sign of modification.



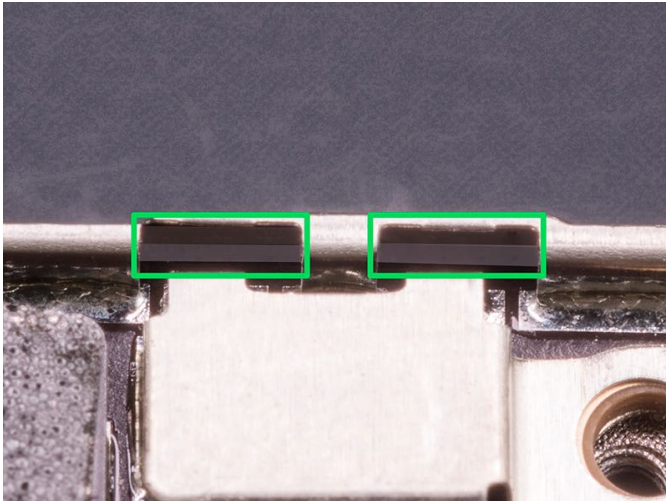
Damaged or modified serial number



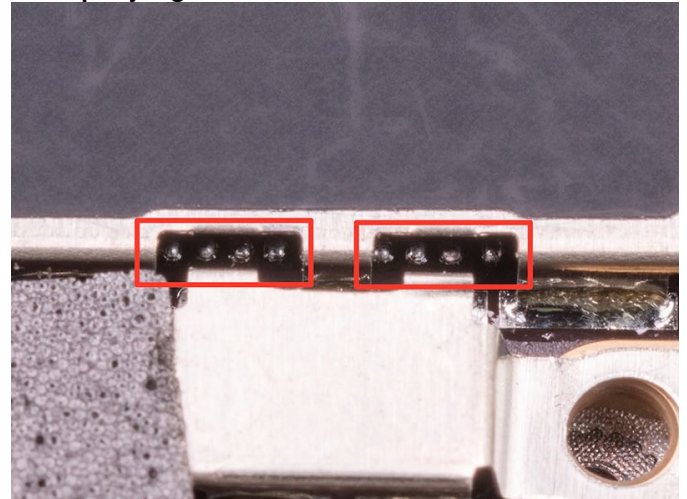
Lower Logic Board Area



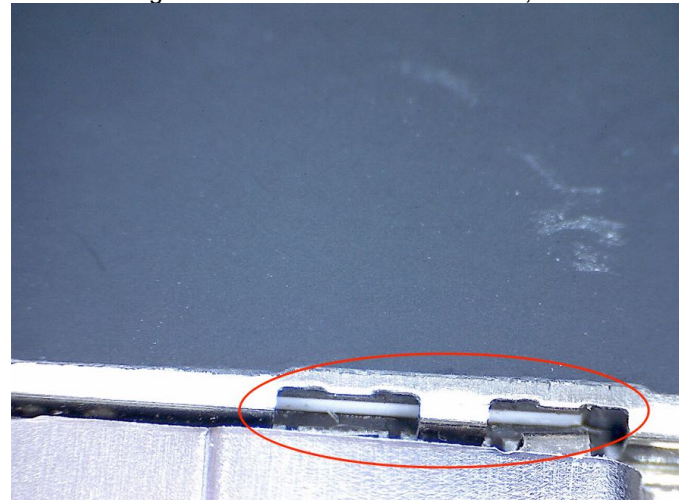
Known-good logic board



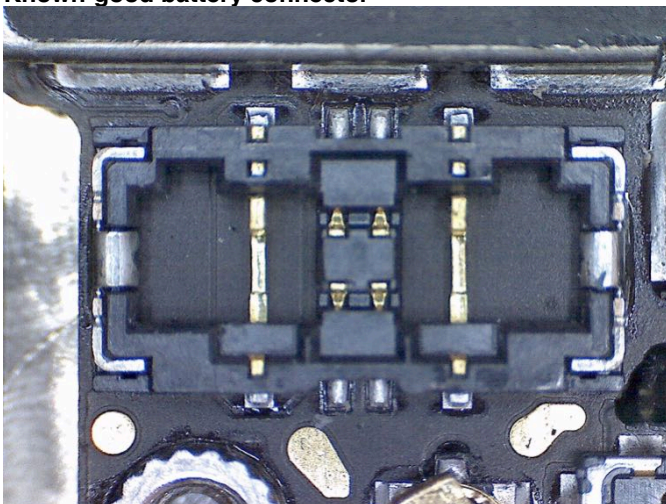
Third-party logic board



Note: The logic board should be brown in color, not white.

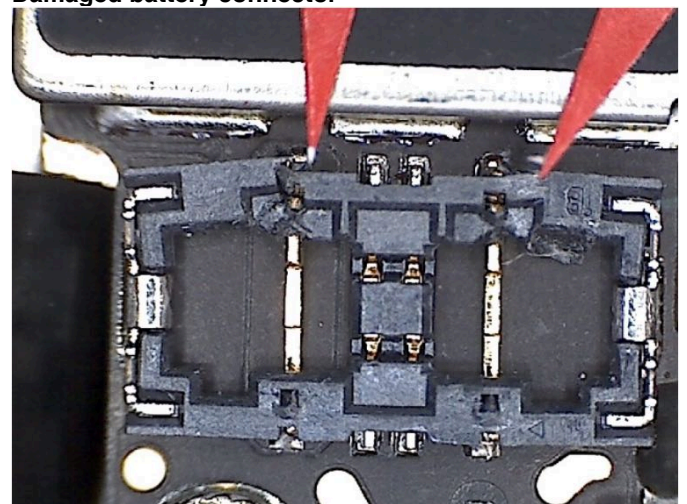


Known-good battery connector

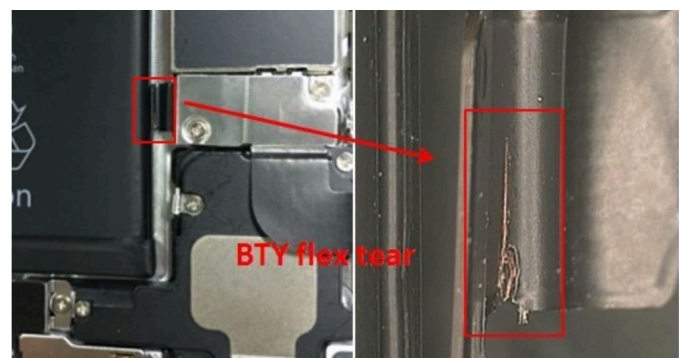


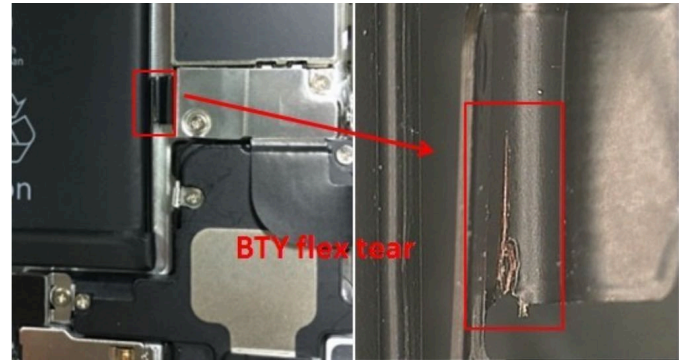
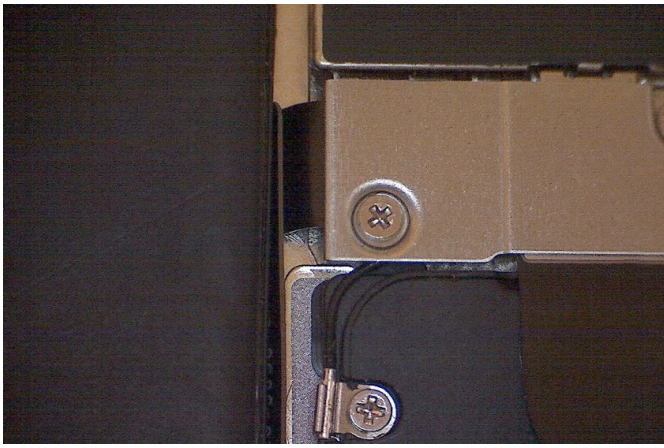
Known-good battery flex

Damaged battery connector



Damaged battery flex





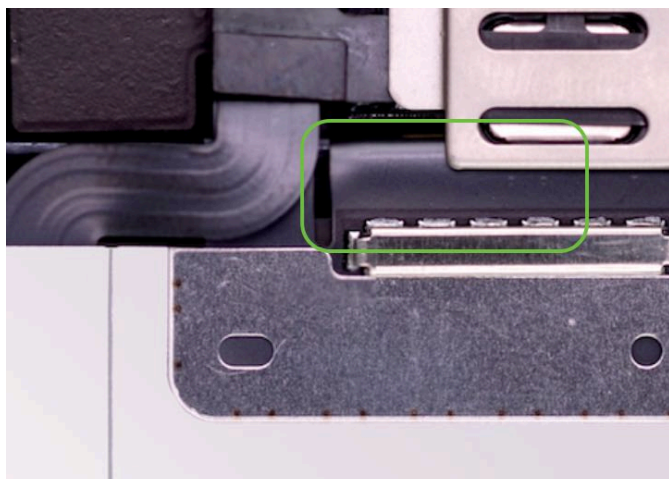
Dock flex Components in this area may vary in color.



Flex Cables

Look for gaps in the flex cables, which indicate a cut or pierced cable. These cables include the dock and Sleep/Wake flex cables. Cut or pierced cables may be located in corners or close to components, which may make them harder to see.

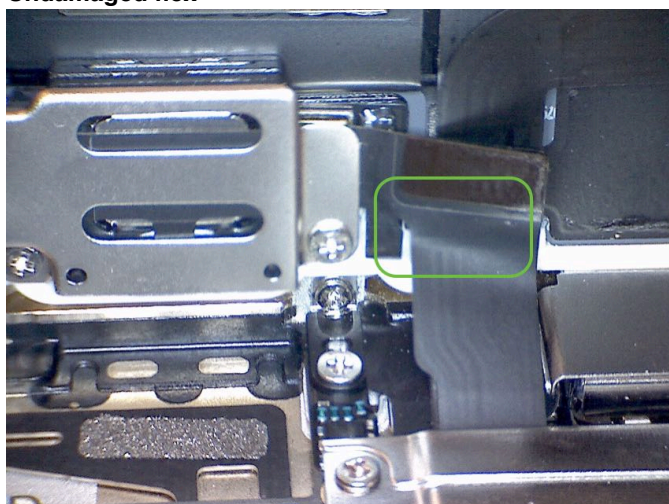
Undamaged flex



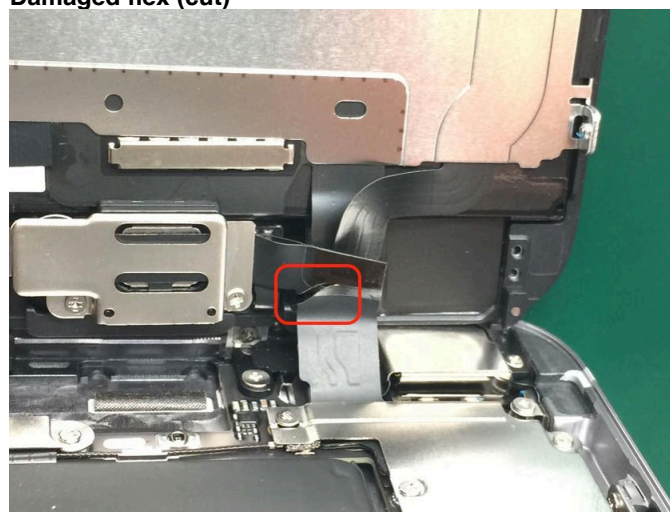
Damaged flex (punctured)



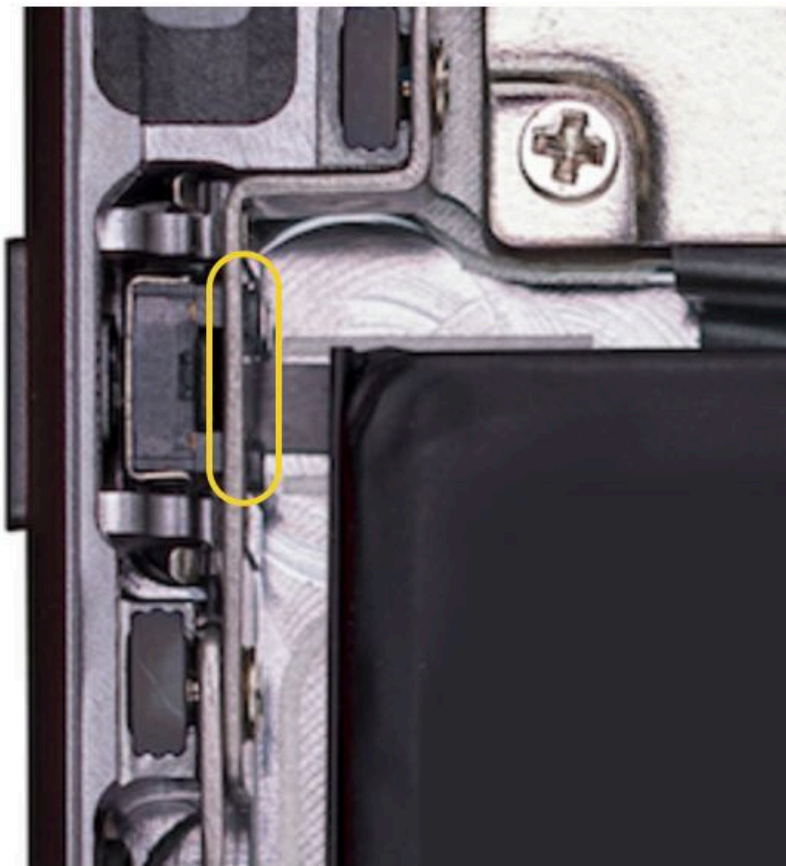
Undamaged flex



Damaged flex (cut)



Button Flex

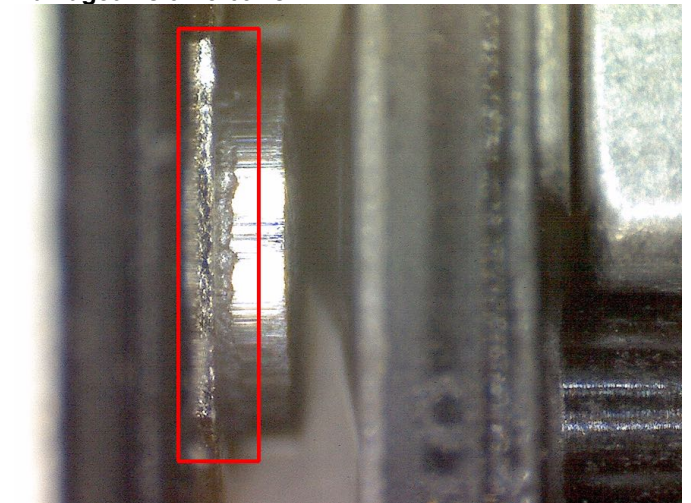


Undamaged volume button

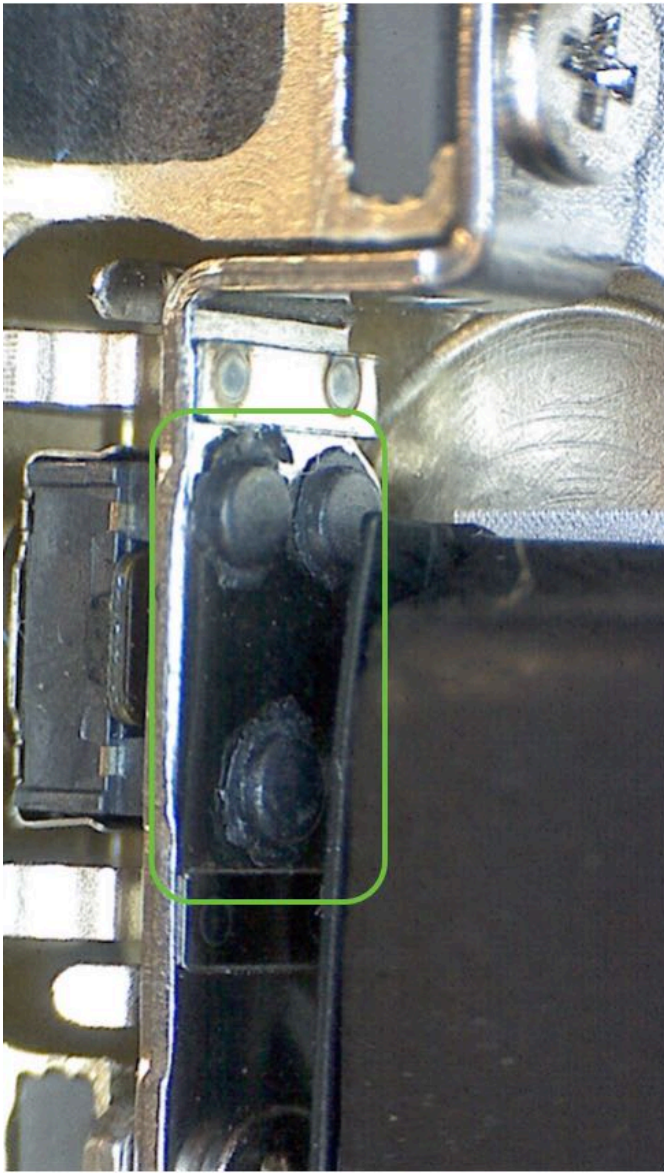


Undamaged ringer switch / volume button flex

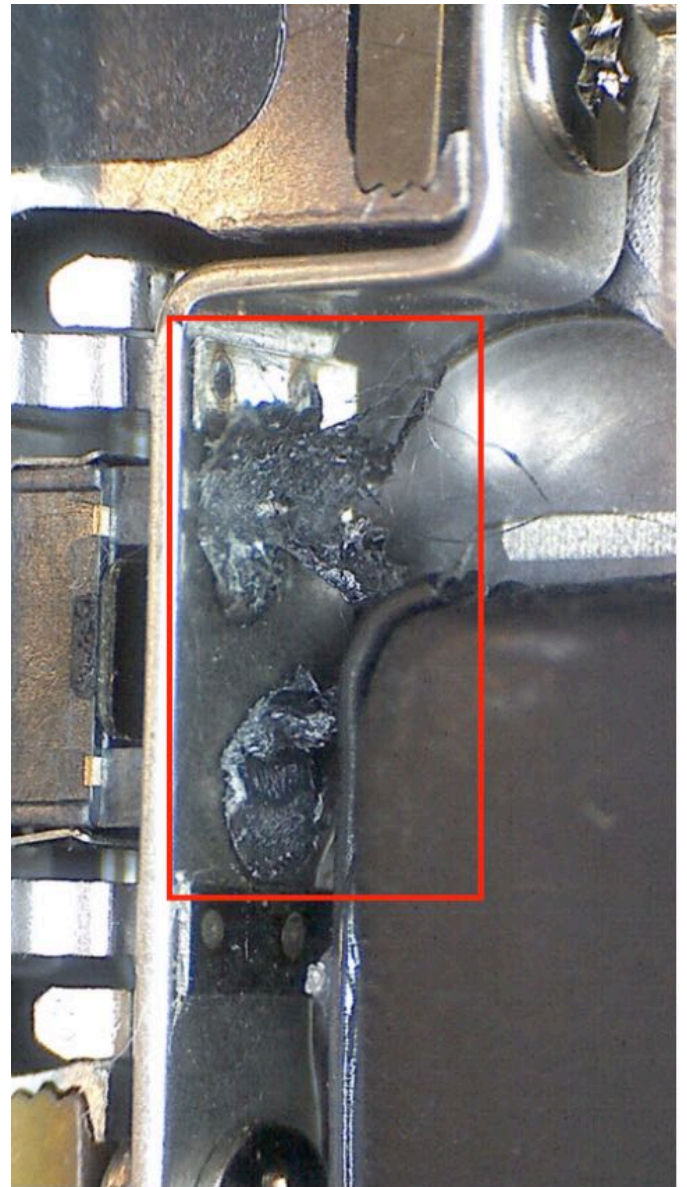
Damaged volume button



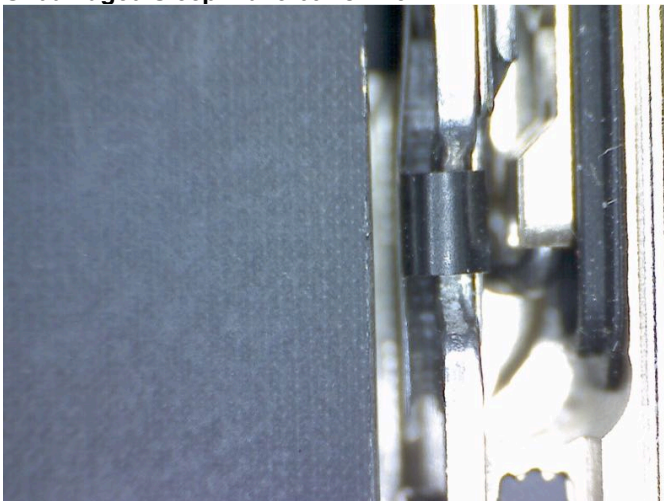
Damaged ringer switch / volume button flex



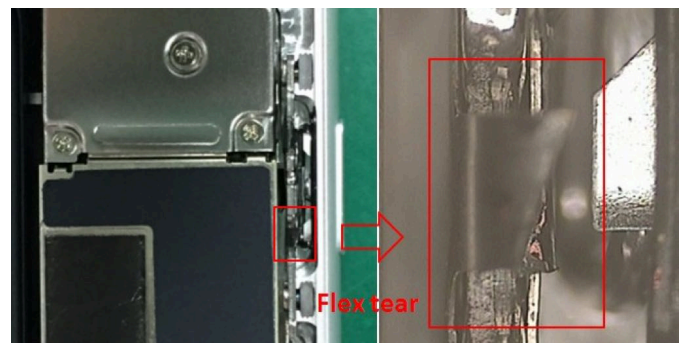
Undamaged Sleep/Wake button flex

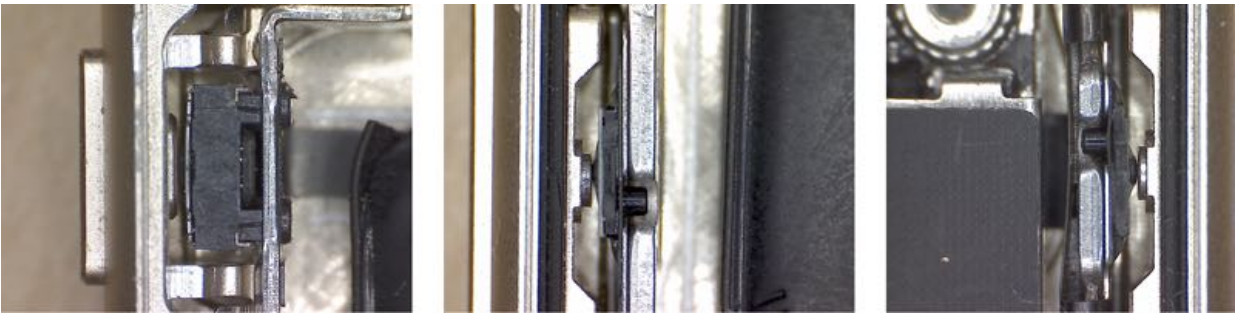


Damaged Sleep/Wake button flex



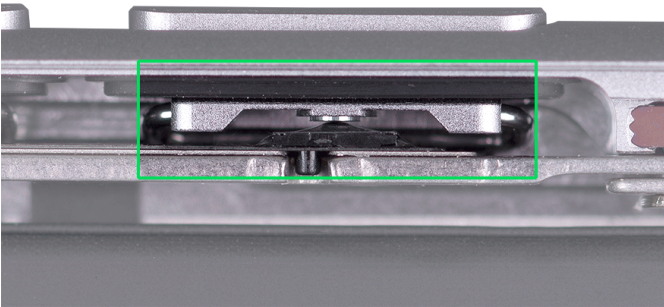
Buttons and Ringer Switch



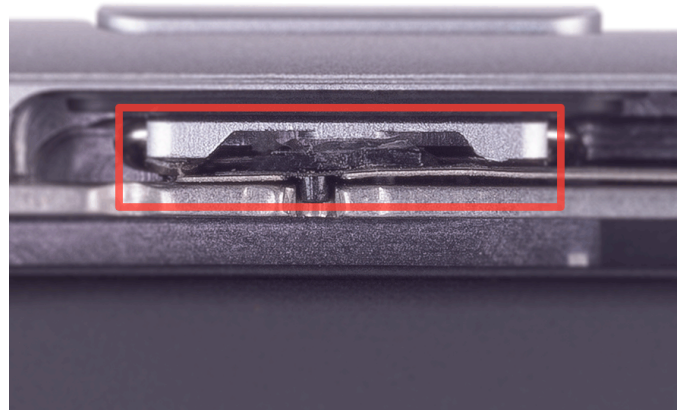


Check for damage, missing components, and foreign material.

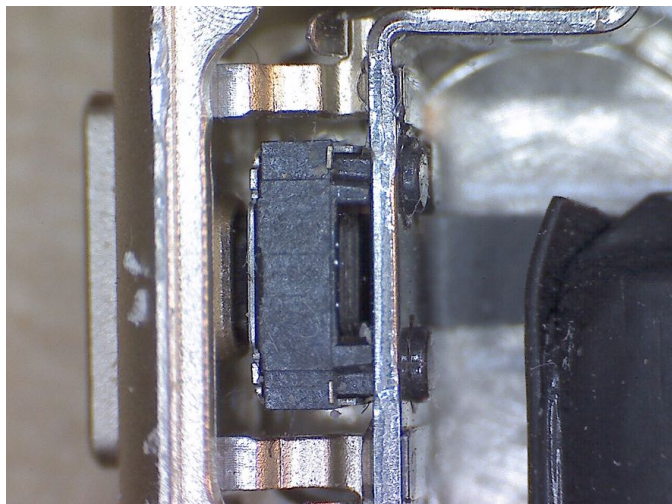
Undamaged button



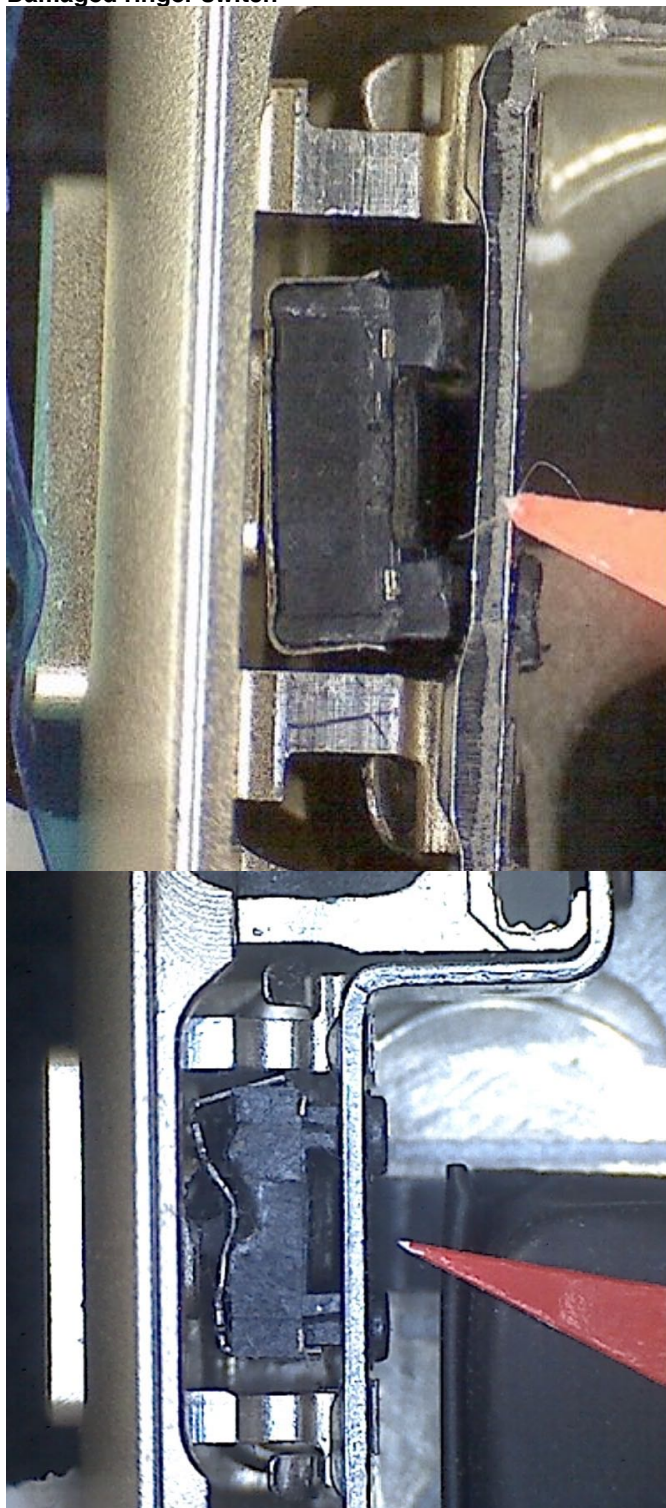
Damaged button



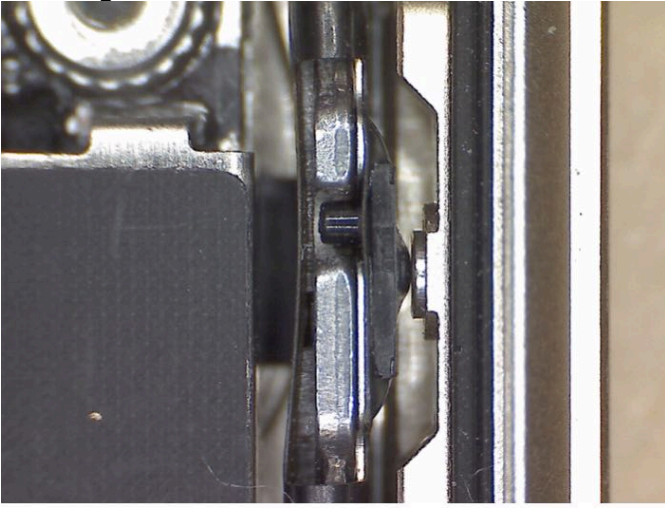
Undamaged ringer switch



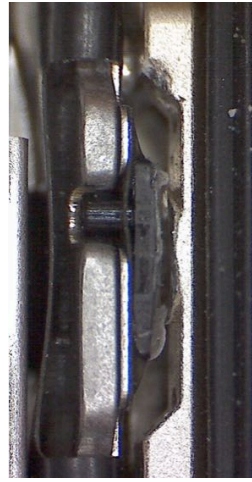
Damaged ringer switch



Undamaged button



Damaged buttons



Contactless Payment Reader

The Contactless Payment reader is used to verify the functionality of the Apple Watch and iPhone 6, 6 Plus, 6s, 6s Plus, SE, 7, and 7 Plus Apple Pay hardware only. The reader will not gather any payment data or information. The test will not charge the user's payment card and will not detect an issue with the user's account or bank systems.

Running the Apple Pay Test

1. Connect the Contactless Payment reader to an open USB port on a computer.
2. Hold the Apple Watch or top of the iPhone near the reader. If using an Apple Watch, then double-click the side button to activate Apple Pay.
3. If the user is present, then ask him or her to authorize Apple Pay. **Note:** This will not charge the user's payment card.

Results

- If the user authorizes the test, then the light on the reader will turn green and the reader will beep. This indicates that the hardware is functional.
- If the user does not authorize the test, then the light will stay red but the iPhone will continue to ask for authorization. This indicates that the hardware is functional.

If neither result occurs, then the hardware may not be functional. To continue troubleshooting, refer to articles:

- [IT1150: Apple Watch: Apple Pay Issues](#)
- [IT1144: iPhone 6 and 6 Plus: Apple Pay Issues](#)
- [IT1210: iPhone 6s, 6s Plus, and SE: Apple Pay Issues](#)
- [IT1398: iPhone 7 and 7 Plus: Apple Pay Issues](#)

Cleaning Procedures

Required Tools

- Lighted otoscope (or lighted magnifying glass)
- ESD-safe brush (922-9918)
- ESD-safe tweezers
- Microfiber cloth



Caution: Never use compressed air to clean any part of an iPhone, iPad, or iPod, as this can damage delicate components.

Dock or Lightning Connector

Debris in the dock or Lightning connector can cause performance issues, such as:

- Unable to charge battery.
- Device not recognized by iTunes/computer/accessory.

Cleaning Procedure:

1. Power off the device.
2. Use a lighted otoscope or magnifying glass to inspect for debris.
3. Use an ESD-safe brush to delicately brush out lint or debris. Be careful not to damage any metal contacts.
Note: Avoid brushing debris into the speaker or microphone, if present, on either side of the dock or Lightning connector.
4. If needed, use ESD-safe tweezers to carefully pull out any large pieces of lint or debris. Be careful not to damage any metal contacts.



Headphone/Headset Jack

Debris in the headphone/headset jack can cause audio or functional issues, such as:

- Device is stuck in headphone mode and no audio is heard from receiver (if present) or speaker.
- Headphone audio is distorted (static or crackles) or is not functioning.
- Headphone audio is only heard in one channel.
- Headphone microphone has distorted sound or no sound.
- Headphone connector will not fit all the way into headphone/headset jack.



Warning: Do not use long metal tools (such as screwdrivers or dental picks) while cleaning inside the headphone/headset jack, as this could lead to battery puncture.

1. Use a lighted otoscope or magnifying glass to inspect for debris.
2. Use an ESD-safe brush to brush out lint or debris. Use just enough bristles to fit inside the headphone/headset jack. Twist the bristles to loosen and lift out debris.



Speaker and Microphone

Debris blocking the speaker and microphone openings can cause audio performance issues, such as:

- Low or distorted volume audio from the speaker.
- Muffled, low volume, or distorted audio recorded from the microphone.

Cleaning Procedure:

1. Use an ESD-safe brush to gently brush cover openings of the speaker and/or microphone, if present.
Note: Avoid brushing debris into the dock or Lightning connector by brushing debris away from the connector.



Receiver (iPhone only)

Debris blocking the receiver opening can cause audio performance issues, such as:

- Muffled, low volume, or distorted audio through the receiver.

Cleaning Procedure:

1. Inspect the receiver for loose debris.
2. Use an ESD-safe brush to **gently** brush the cover mesh in the receiver opening to remove debris.
Caution:
 - Use extreme care to avoid damaging the microphone embedded within the receiver opening.
 - Avoid using large sweeping motions across the glass, as this could lead to scratches.
3. Use a microfiber cloth to clean away the loosened debris.



SIM Tray

Dirt and debris around SIM tray slot of the device can appear dirty and cause issues, such as:

- Difficulty opening/closing SIM tray.
 - Dirt and debris entering device when SIM tray is ejected and removed.
1. Eject SIM tray from device.



2. Use alcohol wipe to gently wipe around edges of SIM tray to remove dirt from edges.
3. Use alcohol wipe to gently wipe around edges of SIM tray slot on device to remove dirt from edge.
4. Inspect to verify dirt has been removed.
5. If any dirt still remains use alcohol wipe and repeat steps 2 and 3.



Loop Holder (iPod touch (5th generation) only)

Debris blocking the loop holder can cause functional issues, such as:

- Loop holder does not respond to touch.
 - Loop holder does not open/close.
1. Use an ESD-safe brush to delicately brush out lint or debris.
 2. If needed, use ESD-safe tweezers to pull out any large pieces of lint or debris.



Back Up User Data

Back Up User Data

Before troubleshooting a user's device, verify that the data is backed up to iCloud or to iTunes on the user's computer.

Note: If restoring user data from either backup method (iCloud or iTunes) causes an issue to return, there is no reason to restore from the other backup method as it will lead to the same result.

iCloud

1. On the Home screen, tap Settings.
2. Tap iCloud.
3. Tap Storage.
4. Tap Manage Storage.
5. Verify the latest backup.

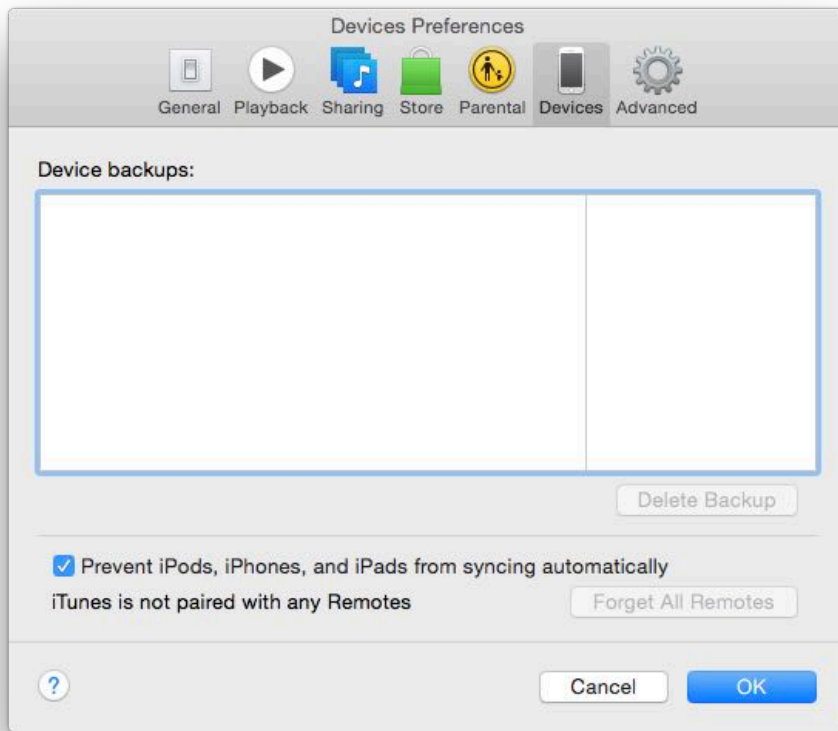


Learn more about iCloud at www.apple.com/icloud. Refer to article [HT207428: What does iCloud back up?](#)

iTunes on user's computer

1. Connect the user's device to the user's computer.
2. Open iTunes.
3. Select Preferences.
4. Select Devices.
5. Verify the latest backup in the "Device backups" pane.

Important: To avoid syncing a user's device to a test computer, go to iTunes > Preferences > Devices and select "Prevent iPods, iPhones, and iPads from syncing automatically."



Also refer to the following articles:

- [HT203977: How to back up your iPhone, iPad, and iPod Touch](#)
- [HT204686: Erase your iPhone, iPad, iPod touch, or Apple Watch](#)
- [HT203271: If your iTunes backup couldn't be completed or you can't restore from a backup](#)

Common Troubleshooting Procedures

When troubleshooting, attempt the common troubleshooting procedures in the order listed in the table below. Click the name of a quick fix procedure for detailed information.

Important:

- These steps may not be effective for all issues. Apply only the steps necessary to isolate and resolve the user's issue.
- Before servicing a device, ensure that the customer has disabled Find My iPhone in Settings. For more information, refer to article [HT201365: Find My iPhone Activation Lock](#).

Procedure	Action
Update to Latest Software	<p>Go to Settings > General > Software Update, if available; or</p> <p>Use the latest version of iTunes (www.apple.com/itunes/download) to check for the latest iOS. Connect the device to the computer, go to iTunes > (Device) > Summary, and click the “Check for Update” button.</p>
Charge Battery	<p>Connect to a known-good power outlet, using a known-good Apple USB Power Adapter and Lightning to USB Cable to charge the battery. Do not charge via a computer port.</p> <p>Note: The device may have entered a deep discharge state that requires 20–30 minutes of charging to turn on. The battery trap should be visible within two minutes on the screen while charging.</p>
Force an App to Close	<ol style="list-style-type: none"> 1. Double-click the Home button to see preview screens of recently used apps. 2. Swipe the app’s preview screen up and out of the preview.
Restart	<p>A restart forces the device to close all open files and turns off all hardware components.</p> <ol style="list-style-type: none"> 1. Press and hold the Sleep/Wake button until a red slider appears. 2. Slide your finger across the slider to turn off the device. 3. To turn the device on, press and hold the Sleep/Wake button until the Apple logo appears.
Reset	<p>Perform a reset only if unable to do a restart.</p> <p>Press and hold the following two buttons together for at least 10 seconds, until the Apple logo appears.</p> <ul style="list-style-type: none"> • iPhone 6s or earlier, iPad, and iPod touch: Sleep/Wake button and Home button. • iPhone 7: Sleep/Wake button and Volume down button.
Erase All Content and Settings*	Erases all user content and settings, including installed apps. From the Home screen, choose Settings > General > Reset > Erase All Content and Settings. If possible, try this before a restore because it is much faster.
Restore*	Erases all software and data and installs a fresh copy of iOS. Connect the device to the computer, go to iTunes > (Device) > Summary, and click the “Restore” button.
Recovery Mode Restore*	Recovery mode loads only the firmware drivers necessary for iTunes to recognize the device. Click the link at left for instructions.
DF Reset	A Device Firmware Reset may resolve an issue that caused the device to not turn on and all other attempts have failed. Click the link at left for instructions.
DFU Restore*	Device Firmware Update (DFU) allows you to perform a restore when all other attempts to restore the device have failed. Click the link at left for instructions.

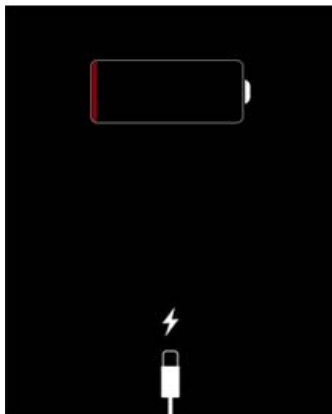
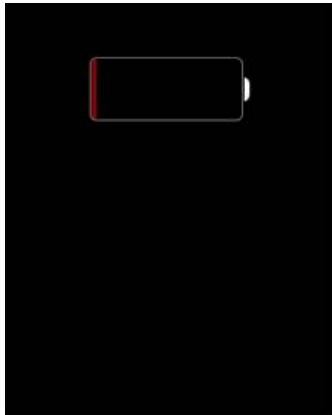
***Caution: This will delete all user data and settings on the device. If saving content is important to the user, a backup should be made before beginning this process.** If restoring user data from either an iCloud or iTunes backup causes an issue to return, there is no reason to restore from the other backup method as it will lead to the same result.

Charge Battery

The device must have sufficient battery charge to proceed with troubleshooting. A low battery condition can cause many issues.

If the device has any of the following symptoms, it should be connected to an Apple USB Power Adapter to charge for at least 10 minutes:

- Will not turn on
- Black screen
- Shows the “battery trap” image
- Low battery charge



Note: If the device is extremely low on power, the display may be blank for up to two (2) minutes before one of the low-battery images appears. An Apple USB Power Adapter delivers more power than the USB ports of some computers, so the power adapter is the recommended initial charging method for a low battery. Once the device has started up to the iOS, it can be disconnected from the power adapter and connected to a computer.


If troubleshooting or testing will be performed without the device connected to power, check that the device has a sufficient charge before continuing.

Important:

- Before connecting any cable to the dock connector, Lightning connector, or headset jack, check the port connections for debris, contamination, corrosion, liquid, or damage. Clean or remedy these issues before connecting any cables.
- If the device becomes too hot while charging, disconnect and replace the device.
- Only use a known-good Apple USB Power Adapter when charging from a power outlet. While other power adapters may appear to be compatible, their lower power output is not sufficient to charge the device.
- The battery icon in the upper right corner of the screen shows the battery charging status and approximately how much charge is left in the battery. When the device is connected to a power source, a small lightning bolt icon will appear next to the battery icon.



Note: An iPad may take longer to charge while syncing or using the iPad. If the iPad is connected to a source that does not provide enough power to sufficiently charge the device, the notification “Not Charging” appears next to the battery indicator in the status bar (top right corner).

Not Charging 

Refer to the following articles for more information:

- [HT201569: If your iPhone, iPad, or iPod touch won't charge](#)
- [HT201264: About the battery usage on your iPhone, iPad, and iPod touch](#)
- [www.apple.com/batteries](#)

Force an App to Close

This procedure forces an app to close that is not responding to input or does not perform as expected. This is a recommended first troubleshooting step.

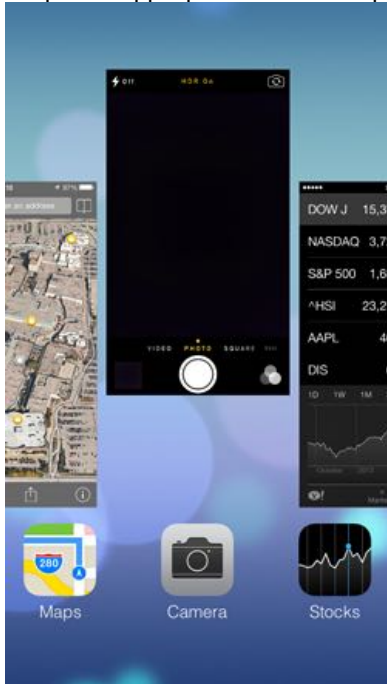
Procedure for iOS 9 and 10:

1. Double-click the Home button to see preview screens of recently used apps.
2. Swipe the app's preview screen up and out of the preview.



Procedure for iOS 7 and iOS 8:

1. Double-click the Home button to see preview screens of recently used apps.
2. Swipe the app's preview screen up and out of the preview.



Refer to the following articles for more information:

- [HT201330: Force an app to close on your iPhone, iPad, or iPod touch](#)
- [HT202070: Switch apps on your iPhone, iPad, or iPod touch](#)
- [HT201398: If an app you installed unexpectedly quits, stops responding, or won't open](#)

Restart

A restart properly saves user data, closes down all open applications and powers off all hardware components, then restarts the device.

A restart can quickly resolve a wide range of issues, including:

- App(s) unexpectedly quit.
- Battery life is shorter than expected.
- Hardware not performing as expected.
- Interface or apps are slow to respond.
- iTunes does not recognize or sync with the device.

Procedure:

1. Turn off the device: Press and hold the Sleep/Wake button for a few seconds until the red slider appears, and then drag the slider.
2. Turn on the device: Press and hold the Sleep/Wake button until the Apple logo appears.

Note: If you cannot restart the device because it is unresponsive, a [Reset](#) is the next appropriate troubleshooting step.

Reset

If the device is unresponsive and restart does not work, try to reset it.

IMPORTANT: Perform a reset ONLY if unable to do a restart.

Key Points:

- Reset only when you cannot restart the device normally.
- A reset removes all power for a fraction of a second to power off the device.
- A reset does not close open files or save data before the device powers off.
- **CAUTION: A reset can potentially cause file or operating system damage, requiring a restore.**

Procedure:

1. Press and hold the following two buttons together for at least 10 seconds, until the Apple logo appears.
 - iPhone 6s or earlier, iPad, and iPod touch: Sleep/Wake button and Home button
 - iPhone 7: Sleep/Wake button and Volume down button

Erase All Content and Settings

Erase All Content and Settings is a quick way to get a device back to factory settings. It will delete all user content and settings, but does not reinstall iOS like a restore does. Erase All Content and Settings can resolve software issues more quickly than a time-consuming restore.

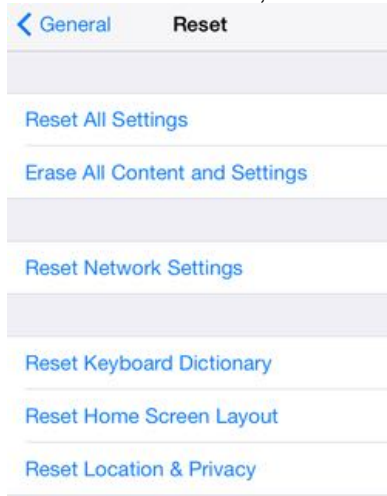


Caution: This will delete all user data and settings on the device.

Important: Before servicing a device, ensure that the customer has disabled Find My iPhone in Settings. For more information, refer to article [HT201365: Find My iPhone Activation Lock](#).

Procedure:

1. From the Home screen, choose Settings > General > Reset > Erase All Content and Settings.



Also see article [HT201274: Erase your iPhone, iPad, iPod touch, or Apple Watch](#).

If Erase All Content and Settings does not resolve an issue, proceed with a [Restore](#).

Restore

A restore completely erases the device and reinstalls a fresh copy of iOS.



Caution: This will delete all user data and settings on the device.

IMPORTANT: Before servicing a device, ensure that the customer has disabled Find My iPhone in Settings. For more information, refer to article [HT201365: Find My iPhone Activation Lock](#).

Key Points:

- A restore erases all user content, settings, and iOS files, and then reinstalls only iOS.
- A restore is time-consuming, especially if you have to download the restore package.
- If iTunes displays an alert with an error code, refer to articles:
 - [HT204770: Get help with iOS update and restore errors](#)
 - [HT201210: If you see an error when you update or restore your iPhone, iPad, or iPod](#)
- When the restore is complete, test the device before restoring a backup or syncing content. Refer to articles:
 - [HT204136: About backups for iOS devices](#)
 - [HT203977: How to back up your iPhone, iPad, and iPod touch](#)

Note: Do not set up as a new device, as this can erase previous backups. Copy or rename the backup folder before proceeding. Refer to article [HT201252: Restore your iPhone, iPad, or iPod to factory settings](#).

Procedure:

1. Connect the device to a computer running the latest version of iTunes.
2. In the left column under Devices, click on the device name, then go to the Summary panel and click the Restore button.



Recovery Mode Restore

If iTunes cannot detect the device or a specific restore error appears, check the cable connections. If the issue persists, consider forcing the device into recovery mode.



Caution: This will delete all user data and settings on the device.

If you cannot restore a device, even when using recovery mode, service or replacement may be the appropriate option.

Note: If the device is connected to iTunes, updating the software may resolve an issue without erasing settings and content. If updating the software does not work, it may be necessary to restore the device, which will erase all settings and content.

Important: Before servicing a device, ensure that the customer has disabled Find My iPhone in Settings. For more information, refer to article [HT201365: Find My iPhone Activation Lock](#).

Key Points

- Recovery mode loads only the firmware drivers necessary for iTunes to recognize the device.
- To force the device into recovery mode, turn off the device, then connect it to a USB port on the computer while holding the Home button (iPhone 6s or earlier, iPad, and iPod touch) or Volume down button (iPhone 7).
- If the device does not turn off, then try a [reset](#) to turn it off.
- If iTunes displays an alert with an error code, then refer to the following articles:
 - [HT204770: Get help with iOS update and restore errors](#)
 - [HT201210: If you see an error when you update or restore your iPhone, iPad, or iPod](#)

Note: In certain situations, a device will automatically go into recovery mode after an update or restore issue. If the device is already in recovery mode, then attempt to restore the device using iTunes.

Procedure:

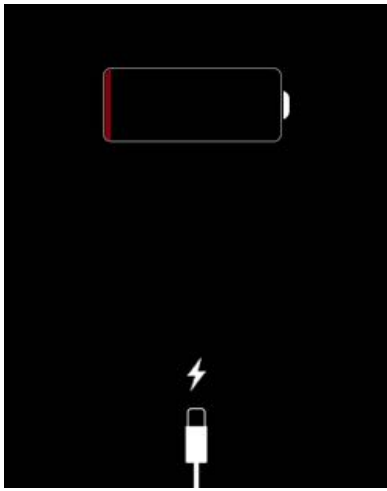
Use the following steps to place a device into recovery mode. If the device is already in recovery mode, start at step 6.

1. Disconnect the USB cable from the device, but leave the other end of the cable connected to the computer's USB port.
2. Turn off the device: Press and hold the Sleep/Wake button for a few seconds until the red slider appears, then slide the slider. Wait for the device to turn off.

Note: If you cannot turn off the device using the slider, then perform a reset:

- a. Press and hold the following two buttons together.
 - iPhone 6s or earlier, iPad, and iPod touch: Sleep/Wake button and Home button
 - iPhone 7: Sleep/Wake button and Volume down button
 - b. When the device turns off, release the Sleep/Wake button and continue holding the Home button (iPhone 6s or earlier, iPad, and iPod touch) or Volume down button (iPhone 7).
3. While pressing and holding the Home button (iPhone 6s or earlier, iPad, and iPod touch) or Volume down button (iPhone 7), reconnect the USB cable to the device. When you reconnect the USB cable, the device should turn on.

Note: If you see the "battery trap" image (below), let the device charge for at least 10 minutes to ensure that the battery has some charge, then repeat step 2.



4. Continue holding the button until you see the “Connect to iTunes” screen (below). When this screen appears, you can release the button.



5. If necessary, open iTunes. You should see an alert that iTunes has detected a device in recovery mode.
6. Use iTunes to restore the device.



If you do not see the “Connect to iTunes” screen, try these steps again. If you see the “Connect to iTunes” screen but the device does not appear in iTunes, refer to article [HT204095: If iTunes doesn't recognize your iPhone, iPad, or iPod](#).

If you decide not to do a restore, you may be able to exit recovery mode by resetting the device.

DF Reset and DFU Restore

Device Firmware Reset

When all other attempts have failed to turn on a device, a DF reset may resolve the issue.

Timing is critical — use a watch to time the steps below:

1. Connect the device to an AC power adapter. Do not connect the device to a computer.
2. Press and hold the following two buttons together for **15 seconds**, then release the Sleep/Wake button.
 - iPhone 6s or earlier, iPad, and iPod touch: Sleep/Wake button and Home button
 - iPhone 7: Sleep/Wake button and Volume down button
3. Continue to hold the following button for **20 seconds**:
 - iPhone 6s or earlier, iPad, and iPod touch: Home button
 - iPhone 7: Volume down button
4. Leave the device connected to the charger for five minutes.
5. After five minutes, press and hold the two buttons listed above (depending on device model) for 20 seconds or until you see the Apple logo.

If Apple logo does not appear on the device, then connect the device to iTunes. If the device is seen in iTunes but the device display is blank, then [restore](#) the device.

Device Firmware Update Restore

When all other attempts have failed to restore a device, a DFU restore may allow you to perform a restore.

A DFU restore is only necessary if:

- The device will not turn on even after a DF reset (the steps above).
- The device will not go into recovery mode.
- The device will not charge.



Caution: This will delete all user data and settings on the device.

IMPORTANT: Before servicing a device, ensure that the customer has disabled Find My iPhone in Settings. For more information, refer to article [HT201365: Find My iPhone Activation Lock](#).

Procedure:

Timing is critical — use a watch to time the steps below:

1. Charge the device for at least **five minutes**, then connect it to iTunes. If the device is not detected, open iTunes and move to step 2.
2. Press and hold the following two buttons together for **eight seconds**, then release the Sleep/Wake button.
 - iPhone 6s or earlier, iPad, and iPod touch: Sleep/Wake button and Home button
 - iPhone 7: Sleep/Wake button and Volume down button
3. Continue to hold the two buttons listed above (depending on device model) until you see the “Recovery Mode” message in iTunes, which may take up to **30 seconds**.

Note: In DFU mode, the device’s screen is blank.

If you did not get the “recovery mode” message in iTunes or the device’s screen is not blank or black, repeat **all** steps, paying careful attention to your timing.

If you decide not to do a restore, you may be able to exit DFU mode by resetting the device.

Take-Apart General Information

Before You Begin

- **Important:** Refer to the [Visual/Mechanical Inspection \(VMI\)](#) guidelines to determine whether the device has any **accidental damage**. Check for Liquid Contact Indicator (LCI) activation before opening the device. One externally visible LCI can be viewed by removing the SIM tray. Refer to article [TP1137: Internal Checks](#) for LCI locations.
- Remove any cases or screen protectors, as they may inhibit proper testing.
- Verify the user-reported symptom(s) and identify the correct part(s) needed for repair.
- Ensure that the device is turned off (by using the red slider).

Electrostatic Discharge (ESD) Precautions

Proper ESD precautions must always be used when opening an iPhone. Make sure you are working on a properly grounded ESD-safe mat and are wearing a properly connected ESD-safe wrist strap.

For more information about ESD, refer to:

- [OP100: Electrostatic Discharge Precautions and Myths](#)
- [ATLAS: ESD Precautions](#)

Required Tools

The following tools are required to service iPhone 6 and later:

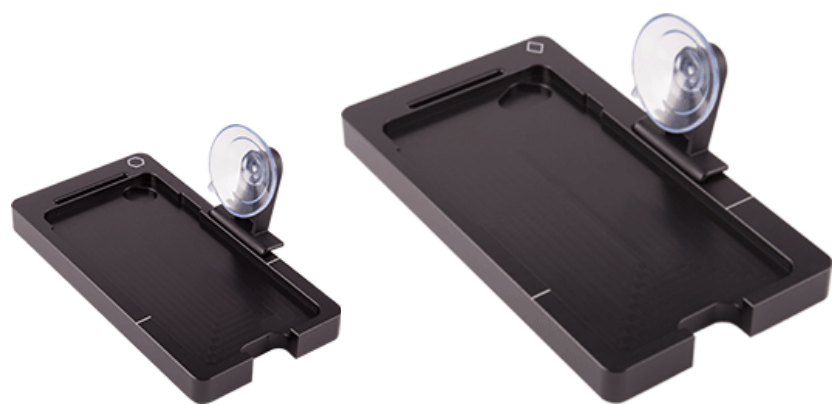
- ESD-safe brush (922-9918)
- ESD-safe tweezers
- ESD-safe wrist strap
- ESD-safe workstation
- 4.7-inch Repair Tray* (923-01291)
- 5.5-inch Repair Tray* (923-01292)
- iPhone Battery Fixture (923-00065)
- iPhone torque driver (blue), 0.65 kg-fcm (923-0448)
- iPhone torque driver (gray), 0.55 kg-fcm (923-00738)
- iPhone torque driver (green), 0.45 kg-fcm (923-00105)
- iPhone torque driver kit (923-0248) includes:
 - iPhone torque driver (black), 0.35 kg-fcm
 - iPhone Torx security bit (923-0247)
 - JCIS bit (923-0246) for cross-head screws
- MicroStix bit (923-01290)
- Superscrew bit (923-01289)
- Microfiber polishing cloth
- Motorola DS4208 scanner (923-0445) for serial bar code
- Black stick (922-5065)
- Packing tape (provides a smooth surface for removal of the display)
- SIM removal tool (922-8417) or paper clip (size #1)
- Universal Display Removal Fixture (923-00066)

The following tools are required to service iPhone 6s, 6s Plus, 7, and 7 Plus only:

- iPhone 6s and 6s Plus Display Removal Fixture Adapter (923-00652)
- Display Press (661-03430)
- Display Adhesive Cutter (923-01092)

Refer to article [OP1082: Hand tools for repairs](#) for more details.

***Note:** The 4.7-inch Repair Tray is marked with a hexagon on one corner. The 5.5-inch Repair Tray is marked with a diamond on one corner.



Device Safety

Battery Handling

iPad, iPhone, iPod, and Apple Watch include a lithium-polymer rechargeable battery. The battery, when used and repaired under reasonable conditions and according to instructions, should not present a health hazard. The contents of the battery are encapsulated. However, if the contents are released or damaged, they may present potential health and safety hazards. Avoid exposure to heat and open flame. Do not puncture, deform, crush, or incinerate, as a thermal runaway reaction and excessive heating may result. Refer to article [OP24: Safely handling lithium batteries and lithium battery-powered devices](#). For workstation setup and special battery handling tools refer to the Workstation and Special Tools section of article [OP685: About embedded battery safety](#).



Warning: If the battery is dented, punctured, swollen, or otherwise damaged, then stop the repair. Do not remove the battery from the device. Replace the whole unit.

For further instructions about swollen batteries, including warranty coverage, refer to article [HT204762: Enclosure separation due to expanded battery](#).

Warning: Do not reuse or reinstall a loose battery or a battery that has been removed. Replace it with a new battery. If a new battery is unavailable, replace the whole unit.

Thermal Runaway Events Involving Lithium-Ion (LiO) / Lithium-Polymer Batteries

The following statements are intended for guidance purposes only. Only properly trained and equipped personnel should respond to a thermal runaway event.

The most effective way to prevent a lithium-ion/lithium-polymer battery thermal event is to discharge the battery before opening the device or working on or near the battery. (A battery with a charge of less than 25% will be unable to produce a thermal event.)

If a battery begins to emit smoke or sparks, or if you hear hissing or popping sounds, the battery is most likely undergoing a thermal runaway. The most effective way to stop the reaction is to smother it IMMEDIATELY with plenty of clean, dry sand. As soon as you notice that a battery thermal event is underway, pour all of the sand, all at once, over the battery to cover it completely. This will smother the reaction and limit the amount of smoke produced.

Do not attempt to use water or an ABC/CO2 fire extinguisher on a thermal runaway battery, as these will not be effective at stopping the reaction and will create a bigger mess to clean up.

Cleanup

Sweep up sand (if used), remove any pieces of debris, and return the remaining clean sand to the quick-pour container for future use. Add more sand to the container from supplementary sand containers as needed.

Wipe down the workstation with water. Use an ESD mat cleaning solution on the affected area.

Return batteries (including any debris removed from the sand, if it was used) according to Apple Recycles and scrap procedures.

Personal Protection

Respiratory Protection	Not necessary under normal conditions.
Eye/Face Protection	Wear safety glasses with side shields when working with lithium-ion batteries.
Gloves	Not necessary under normal conditions. Use disposable latex or nitrile gloves if handling an open or leaking battery.

First Aid Measures

Inhalation	The contents of an open battery or the smoke from a thermal runaway event may cause respiratory irritation. Leave the area if necessary for comfort. Seek fresh air and medical attention if feeling unwell.
Ingestion	Ingestion of a lithium-ion battery is highly unlikely as the contents are mostly solid, and any free liquid (ester-based electrolyte) that might drip out of a damaged battery is limited to a few drops. However, care should be taken not to touch fingers to mouth while handling a damaged battery to avoid any ingestion of contents. Do not induce vomiting. Wash out mouth with water. Get medical attention following exposure or if feeling unwell.
Skin Contact	The contents of an open battery may cause skin irritation. Flush contaminated skin with plenty of water. Remove any contaminated clothing. Continue to rinse for at least 15 minutes. Get medical attention. Wash clothing before reuse.
Eye Contact	The contents of an open battery may cause eye irritation. Immediately flush eyes with plenty of water, occasionally lifting the upper and lower eyelids. Check for and remove any contact lenses. Continue to rinse for at least 15 minutes. Get medical attention if irritation persists.

Disclaimer: The above information is provided for your information only. The information and recommendations set forth above are made in good faith and are believed to be accurate as of the date of preparation. Apple Inc. makes no warranty, either expressed or implied, with respect to this information and disclaims all liability from reliance on it.

Broken Glass Handling

iPad, iPhone, iPod, and Apple Watch displays and iPhone 4 and 4s back covers are made of glass. This glass could break if the device is dropped on a hard surface, receives a substantial impact, or is crushed, bent, or deformed. If the glass chips or cracks, do not attempt to remove the broken glass. Follow these steps:

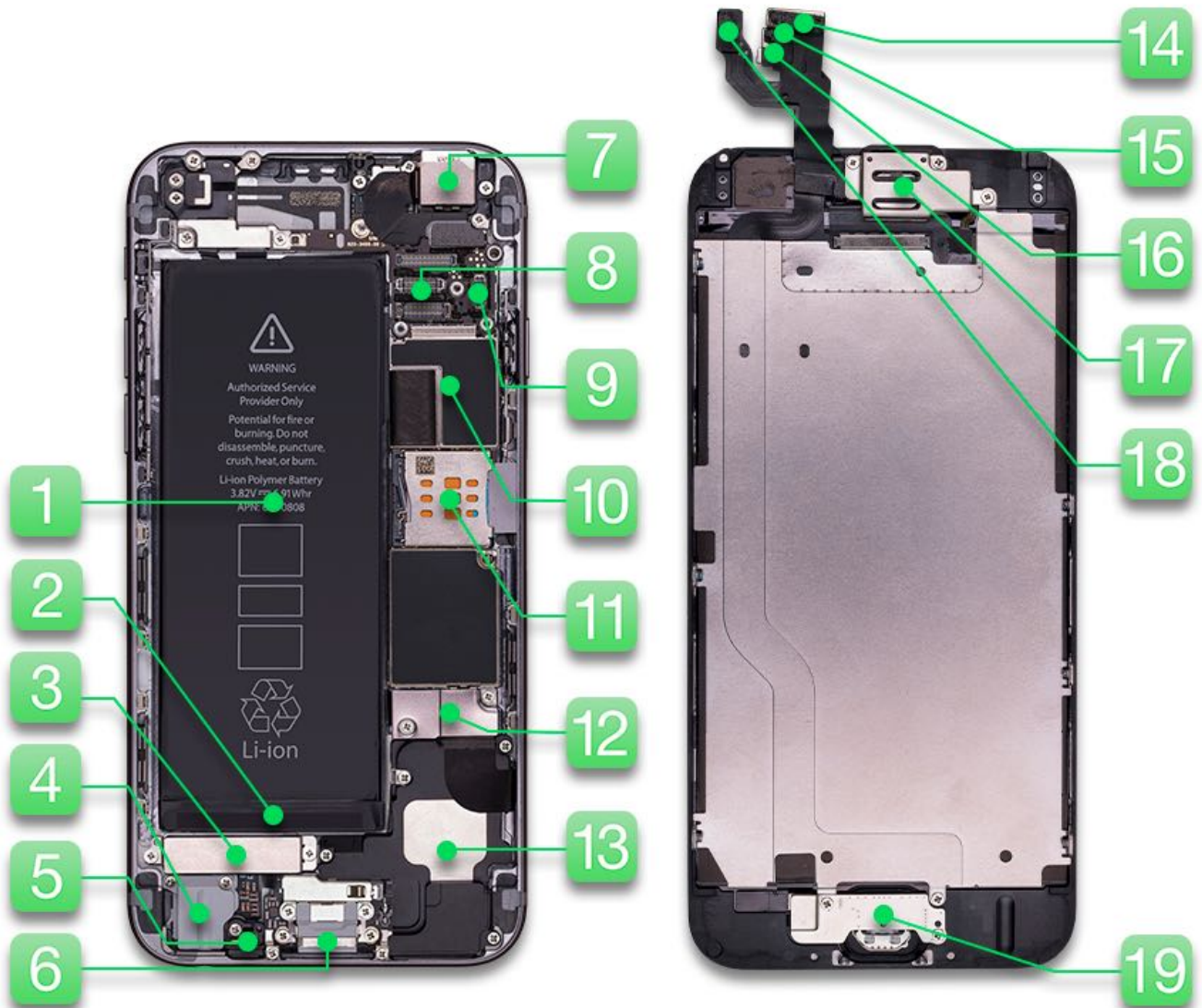
- If the display glass is broken, put on safety glasses and cut-resistant gloves.
- Use a vacuum to remove any shards present on the work surface or the display.
- Affix a protective display cover or packing tape before removal to prevent injury or scattering of glass.
- Do not let the display cover or tape go over the edge of the display.
- For repair options, refer to the appropriate Visual/Mechanical Inspection (VMI) Guide:
 - [VMI Guide for Apple Watch](#)
 - [VMI Guide for iPad](#)
 - [VMI Guide for iPod touch \(5th and 6th generation\)](#)
 - [VMI Guide for iPod nano \(6th and 7th generation\)](#)
 - [VMI Guide for iPod \(all other models\)](#)
 - [VMI Guide for iPhone 4 and 4s](#)
 - [VMI Guide for iPhone 5, 5c, 5s, and SE](#)
 - [VMI Guide for iPhone 6, 6 Plus, 6s, 6s Plus, 7, 7 Plus](#)

Recent changes to this procedure:

6 APR 2017: Added iPad, iPod, and Apple Watch to this document. Added links to OP24 and OP685 to the Battery Handling section.

Internal View, Parts List, Screw Diagram

Internal View of iPhone 6



1. Battery
2. Battery adhesive tab
3. Vibe
4. Headphone jack
5. Microphone
6. Lightning connector
7. Camera
8. Display connections on logic board
9. Home/Touch ID sensor connector
10. Logic board
11. SIM reader/logic board serial number
12. Battery cowling
13. Speaker
14. Camera/receiver/ALS connector
15. Display connector
16. Multi-Touch connector
17. Receiver
18. Home/Touch ID sensor connector
19. Home/Touch ID sensor assembly

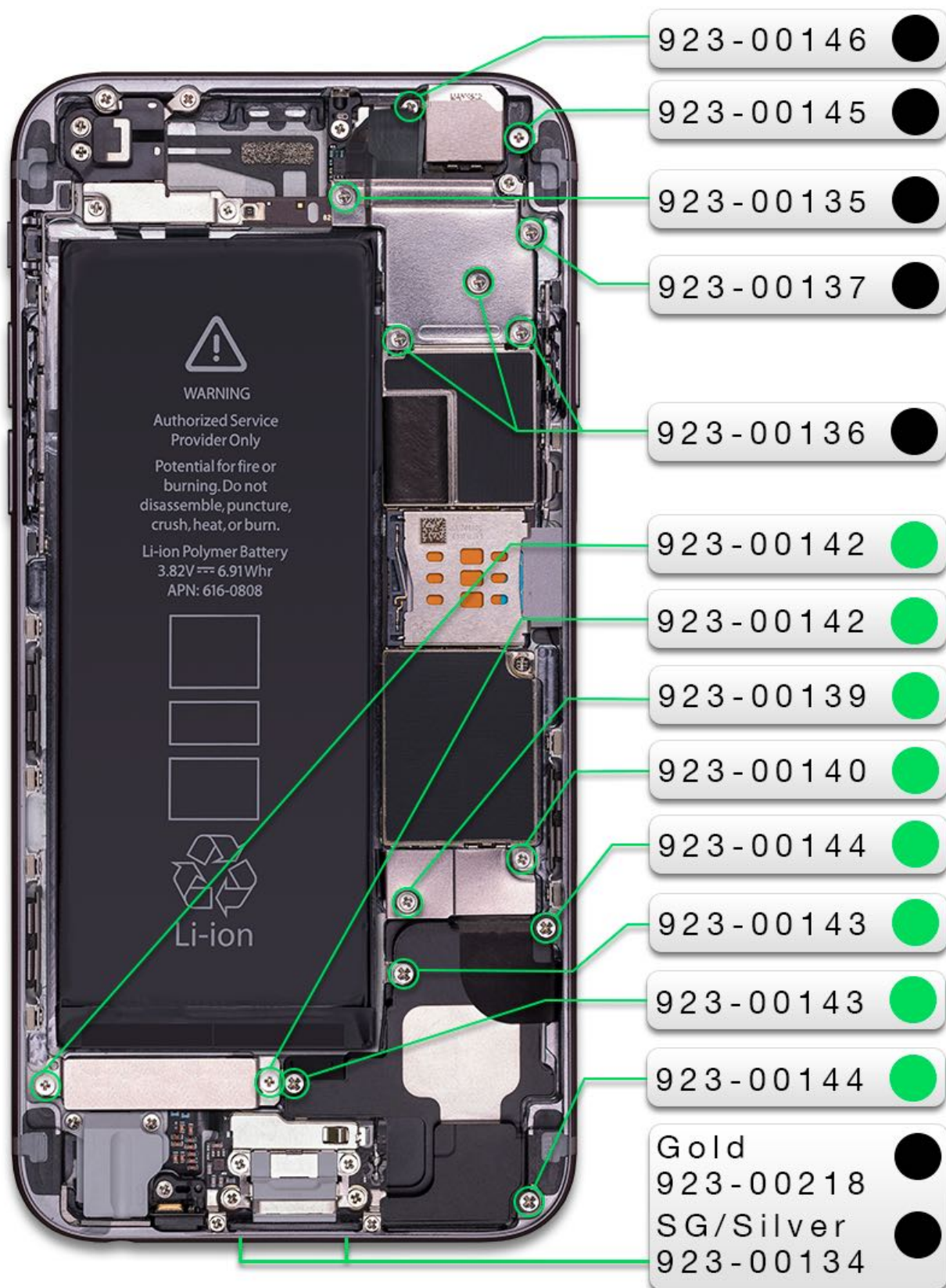
Parts List

Note: All screws come in quantities of 200.

Description	Part Number	Kit Contents (order screws separately)	Screws
Battery Cowling	923-00141	10 battery cowlings	923-00139 1 left 923-00140 1 right
Battery Kit	661-04579 BZ661-04579 (for Brazil only)	1 battery 1 battery adhesive pack	
Camera	923-00011	1 camera	
Camera Cowling	923-00147	10 camera cowlings	923-00146 1 upper left 923-00145 1 lower right
Display Cowling	923-00138	10 display cowlings	923-00135 1 upper left 923-00137 1 upper right 923-00136 1 middle, bottom left, bottom right
Receiver	923-00013	1 receiver module	
Receiver Cowling	923-00150	10 receiver cowlings	923-00149 1 long, upper right 923-00148 1 short, upper left, lower right
Security Screws			923-00134 2 space gray/silver 923-00218 2 gold
SIM Tray	923-00015 (space gray) 923-00016 (silver) 923-00017 (gold)	1 SIM tray	
Speaker	923-00012	1 speaker module	923-00144 1 upper and lower right 923-00143 1 upper and middle left
Vibe	923-00014	1 vibe	923-00142 2

Screw Diagram

Use iPhone Torque Driver (black) for screws marked with a black dot.
Use iPhone Torque Driver (green) for screws marked with a green dot.





923-00148



923-00149



iPhone 6 Repair Video List

The iPhone 6 features a new internal design. In these videos, learn about these changes and how to properly replace internal components in the course of a repair.

- [iPhone 6 Open Device Video](#)
- [iPhone 6 Receiver Replacement Video](#)
- [iPhone 6 Vibe Replacement Video](#)
- [iPhone 6 iSight Camera Replacement Video](#)
- [iPhone 6 Battery Replacement Video](#)
- [iPhone 6 Speaker Replacement Video](#)

For issues with video content or playback, email the **AppleCare Media Production** team at **servicevideos@group.apple.com**.

Note: You may not receive a response, but all comments will be reviewed and investigated as needed.

SIM Tray

First Steps

- Turn off the iPhone.

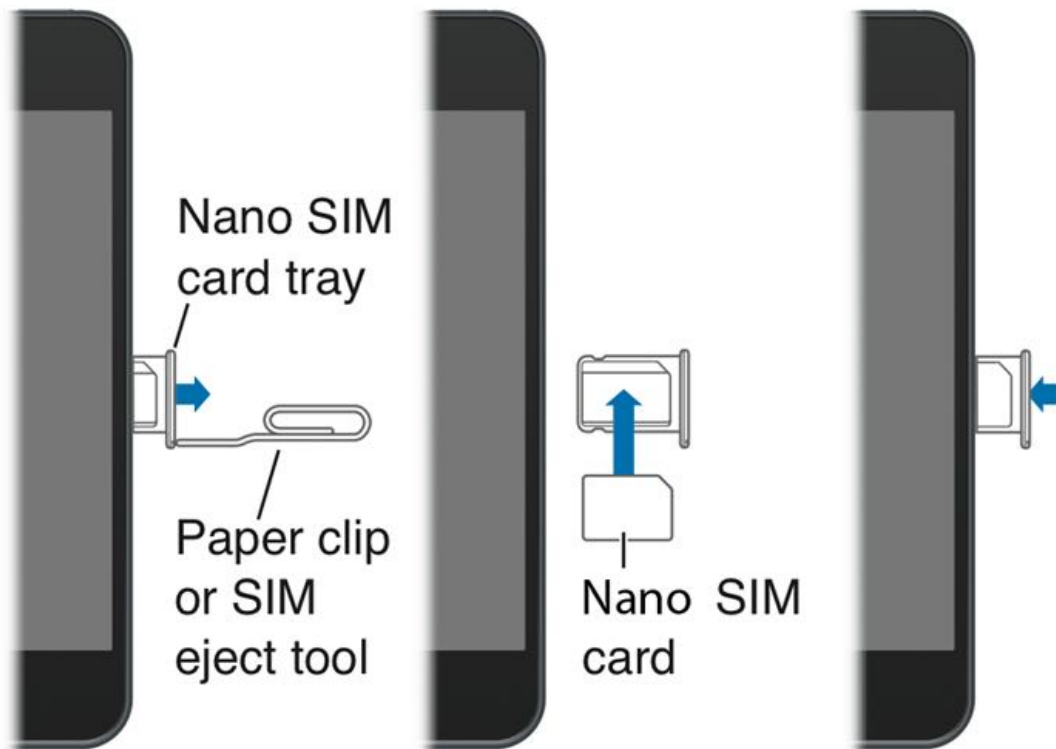


Tools

- SIM removal tool (922-8417) or paper clip (size #1)

Steps For Removal

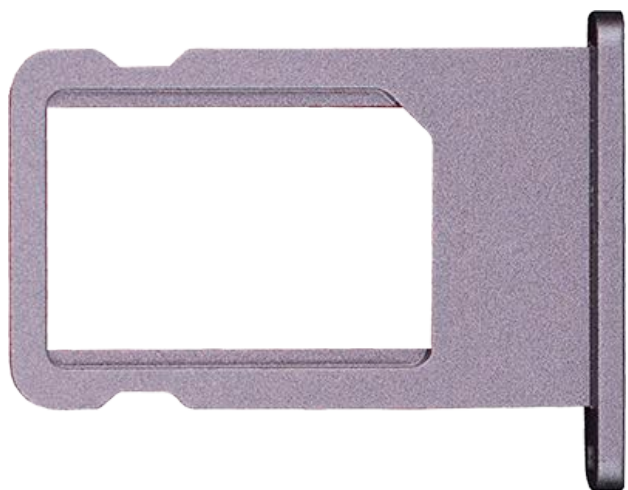
1. Insert the end of a SIM removal tool (922-8417) or a small, thin paper clip (size #1) into the hole on the SIM tray.
2. Push the tool straight in firmly until the tray pops out.



Steps For Reassembly

Note the orientation of the tray and SIM card before inserting it into the iPhone.

Caution: Do not force the SIM tray into position, as it could cause internal damage to the iPhone.



Open Device

First Steps

- Refer to the [Visual/Mechanical Inspection \(VMI\) Guide](#) to determine whether any accidental damage is present.
- Remove any cases or screen protectors.
- Follow electrostatic discharge (ESD) precautions.
- Turn off the iPhone.



Warning: If the enclosure is separated due to a swollen battery, then **stop the repair**. Do not remove the battery from the device. Replace the whole unit.

Refer to articles [TP328: iPhone Safety](#) and [HT204762: Enclosure separation due to expanded battery](#).

Warning: If the display glass is broken, then put on safety glasses and material handling gloves. Use a vacuum cleaner to remove any shards present on workspace or display. Affix a protective display cover or packing tape before removal to prevent injury or scattering of glass. Do not let the display cover or tape go over the edge of the display.

For video instruction, refer to article [SV258: iPhone 6 Open Device Video](#).



Tools

1. iPhone torque driver (black) (923-0248)
2. iPhone torque driver (green) (923-00105)
3. JCIS bit (923-0246) for cross-head screws
4. Nylon probe tool (black stick, 922-5065)
5. Universal Display Removal Fixture (923-00066)
6. iPhone 6 Repair Tray (923-00068)



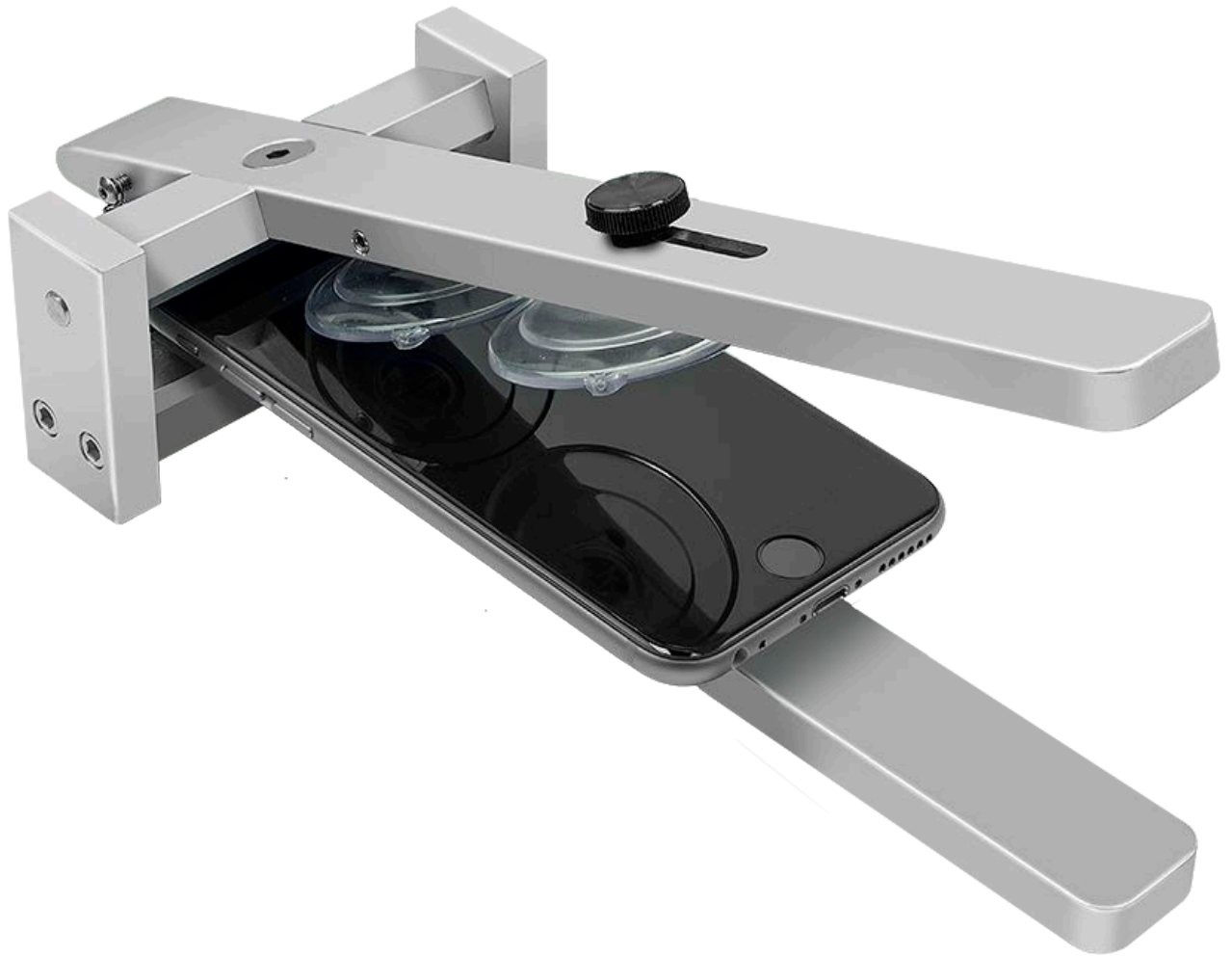
Steps For Removal

1. Use the iPhone torque driver (black) and security bit to remove and discard two security screws from either side of the Lightning connector.

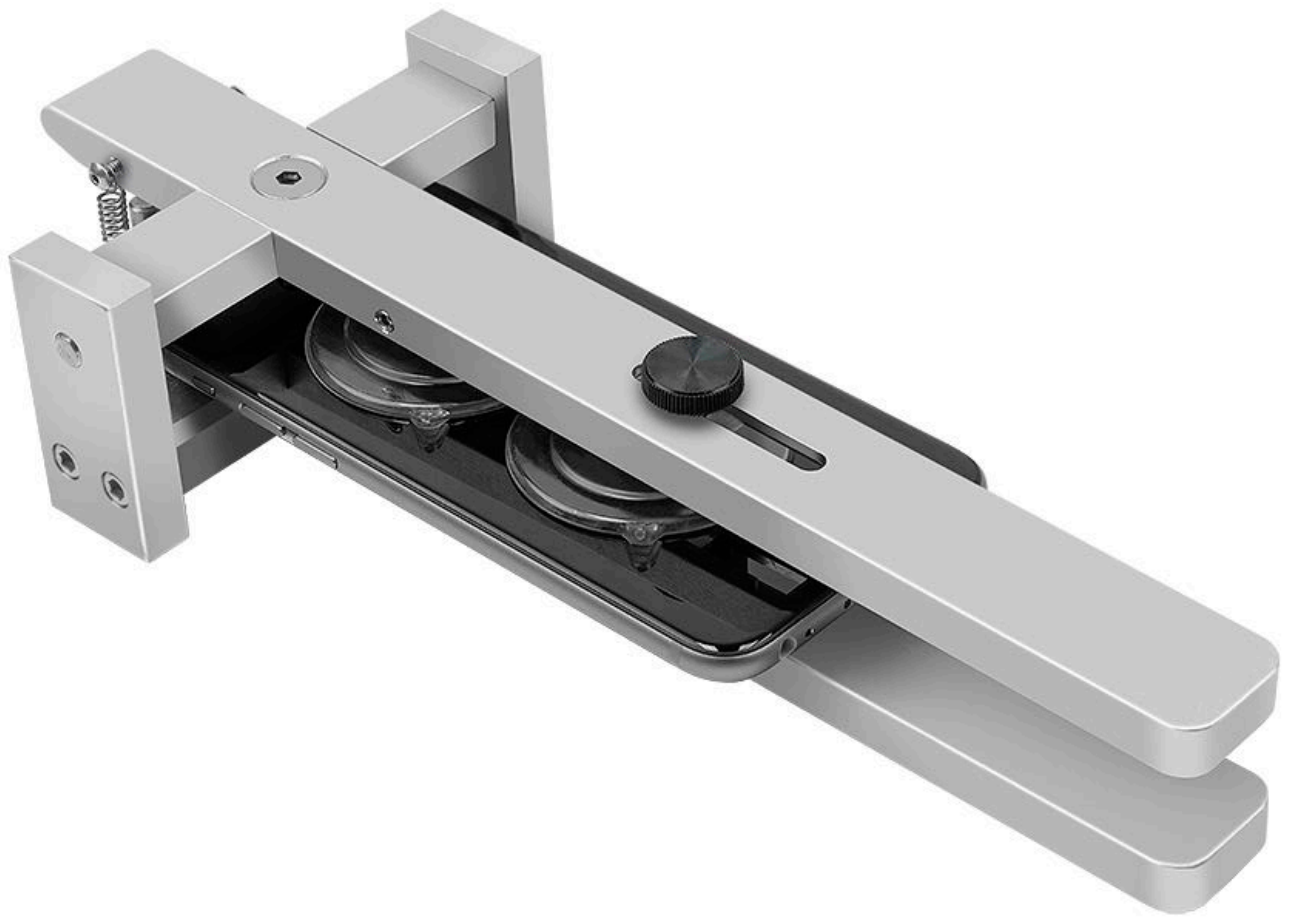


2. Place the iPhone on the lower suction cups of the Universal Display Removal Fixture. Press the iPhone down to secure the lower suction cups.

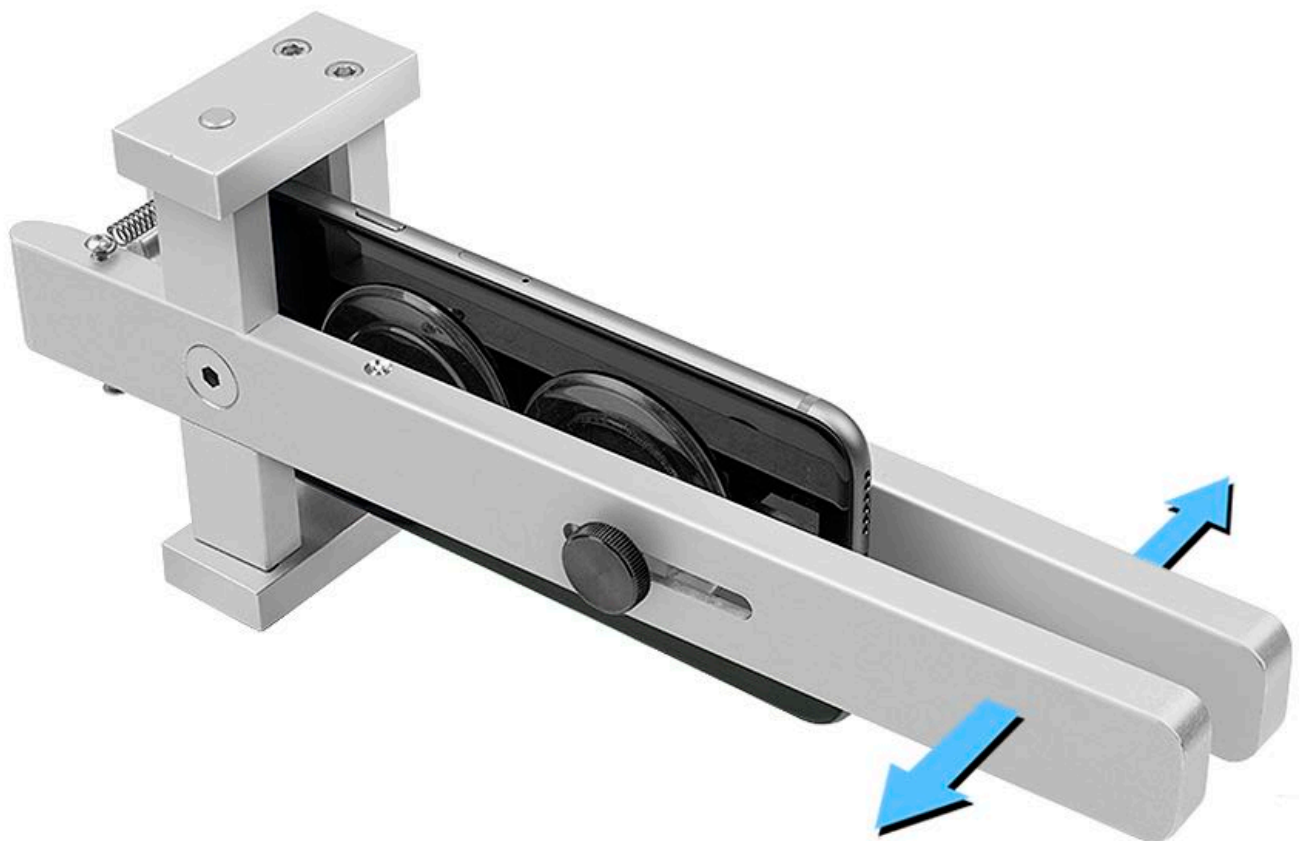
Caution: Be sure to use the Universal Display Removal Fixture with iPhone 6. Other fixtures may cause damage to the iPhone.



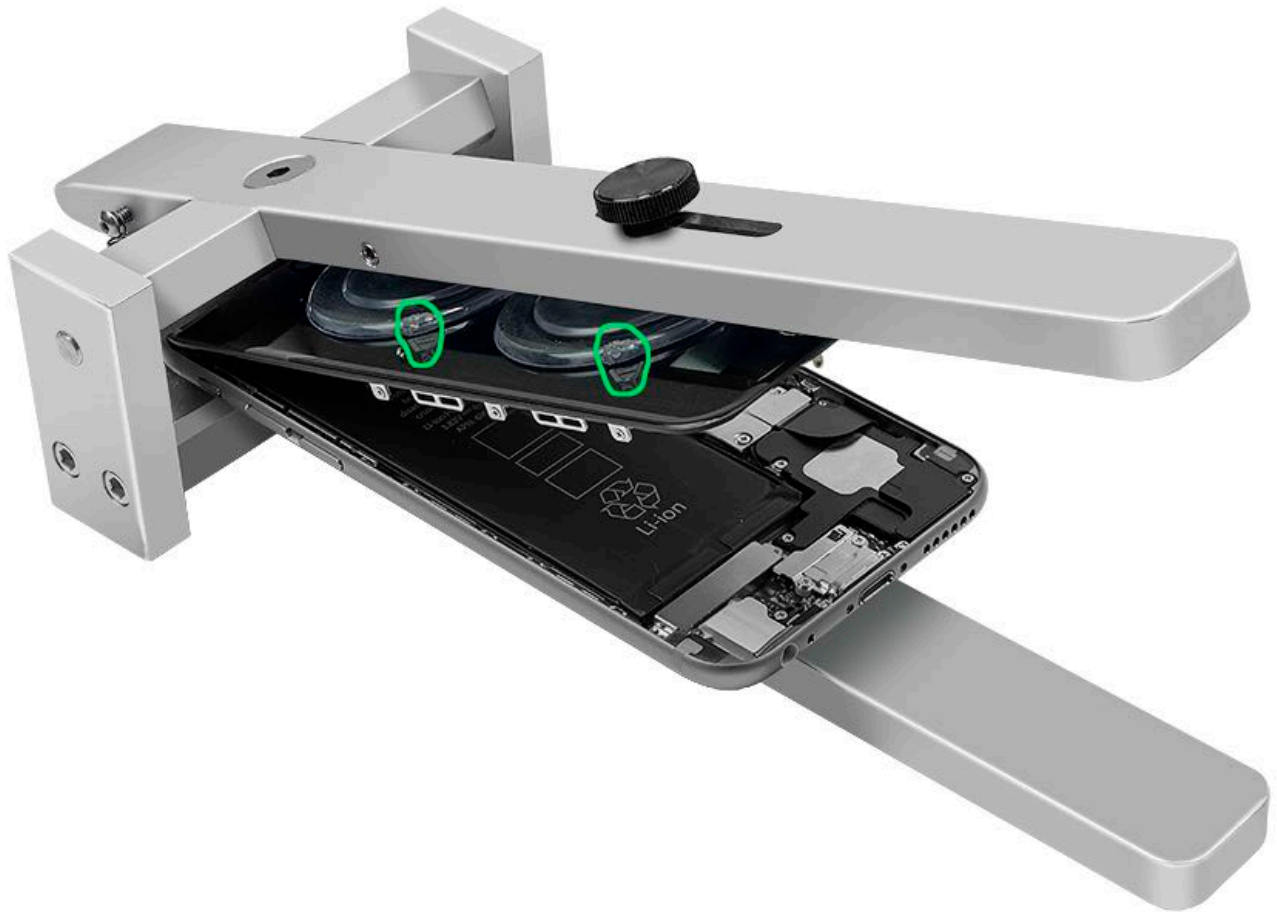
3. Press the lever down to secure the upper suction cups to the display glass.



4. Slowly separate the metal bars using firm pressure to unseat the display. Do not use excessive force.



5. Loosen four suction cups to release the display and enclosure from the fixture.



6. Carefully tilt the display up.

Caution: The iSight camera is located above the display cowling in the enclosure. Lift the display up slightly while tilting it open to avoid binding on the iSight camera.



Warning: If the battery is dented, punctured, swollen, or otherwise damaged, then **stop the repair**. Do not remove the battery from the device. Reassemble and replace the whole unit.

Refer to articles [TP328: iPhone Safety](#) and [HT204762: Enclosure separation due to expanded battery](#).



7. Insert the iPhone into the iPhone 6 Repair Tray. Secure the display to the suction cups.



8. Use the iPhone torque driver (green) and JCIS bit to remove and discard two cross-head screws from the battery connector cowling.

9. Remove the battery connector cowling. Save it for reuse.





10. Use a black stick to disconnect the battery connector from the logic board.



Steps For Reassembly

1. Connect the battery connector to the logic board.



2. Place the battery connector cowling (923-00141) over the battery connector.



3. Use the iPhone torque driver (green) and JCIS bit to install two **new** cross-head screws into the battery connector cowling.

- 923-00139 long, lower left
- 923-00140 short, upper right

Important: Do not reuse old screws.



4. Gently loosen the display from the suction cups by pulling each suction cup tab.



Warning: If the battery is dented, punctured, swollen, or otherwise damaged, then **stop the repair**. Do not remove the battery from the device. Reassemble and replace the whole unit.

Refer to articles [TP328: iPhone Safety](#) and [HT204762: Enclosure separation due to expanded battery](#).

5. Remove the iPhone from the tray.



6. Align the top of the display with the top of the enclosure. Tilt the display down into the enclosure.



7. Press along the edges of the display until an audible click is heard and the display is flush with the enclosure.



8. Use the iPhone torque driver (black) and security bit to install two **new** security screws on either side of the Lightning

connector.

- 923-000134 (for space gray and silver)
- 923-00218 (for gold)



9. **Important:** Check iPhone operation using the steps in article [TP1045: Functional Test](#).

Disconnect Display Assembly

First Steps

- [Open Device](#)

Important: This procedure should only be performed by Apple-certified technicians.



Tools

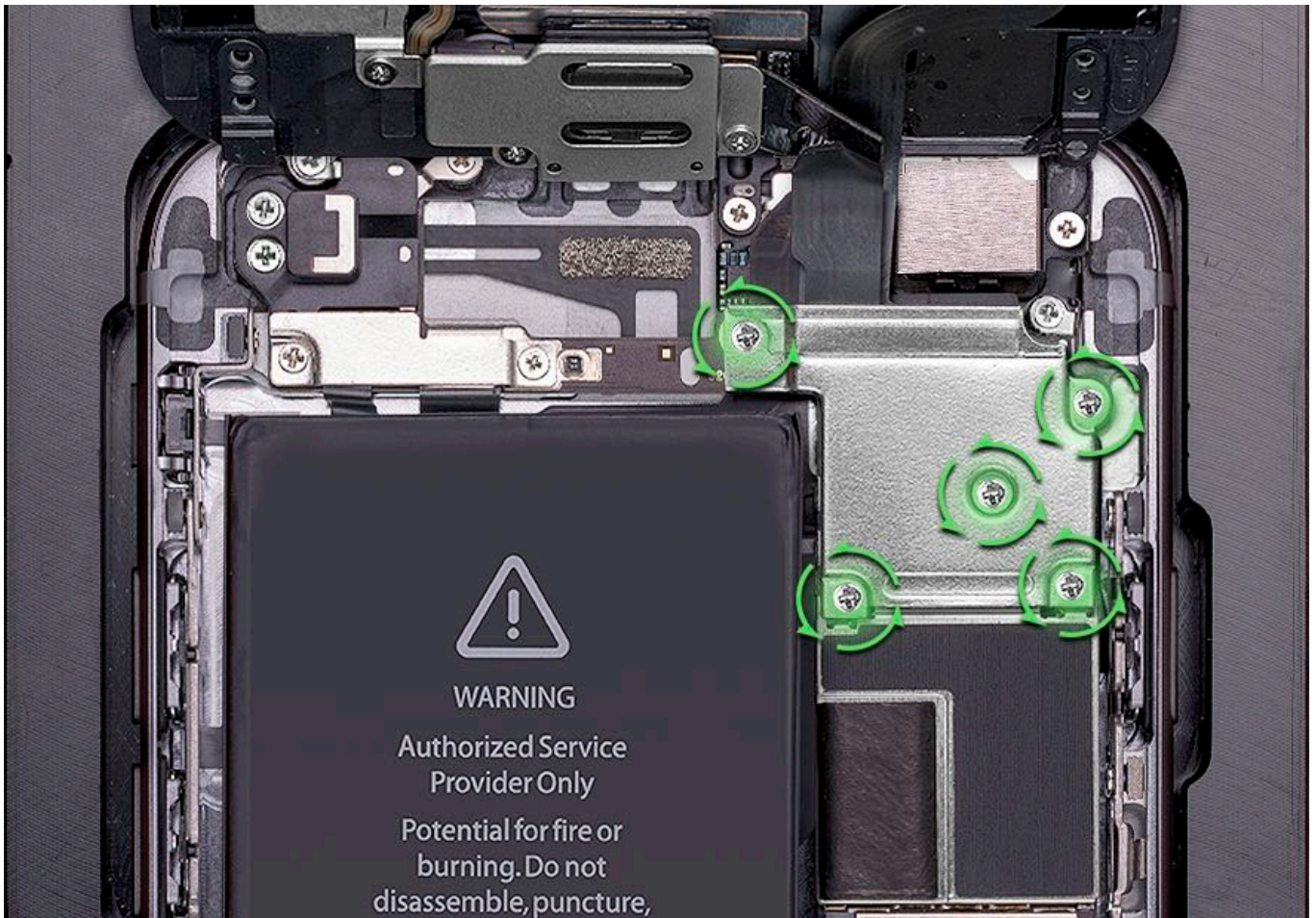
1. iPhone torque driver (black) (923-0248)
2. JCIS bit (923-0246) for cross-head screws
3. ESD-safe tweezers
4. Nylon probe tool (black stick, 922-5065)



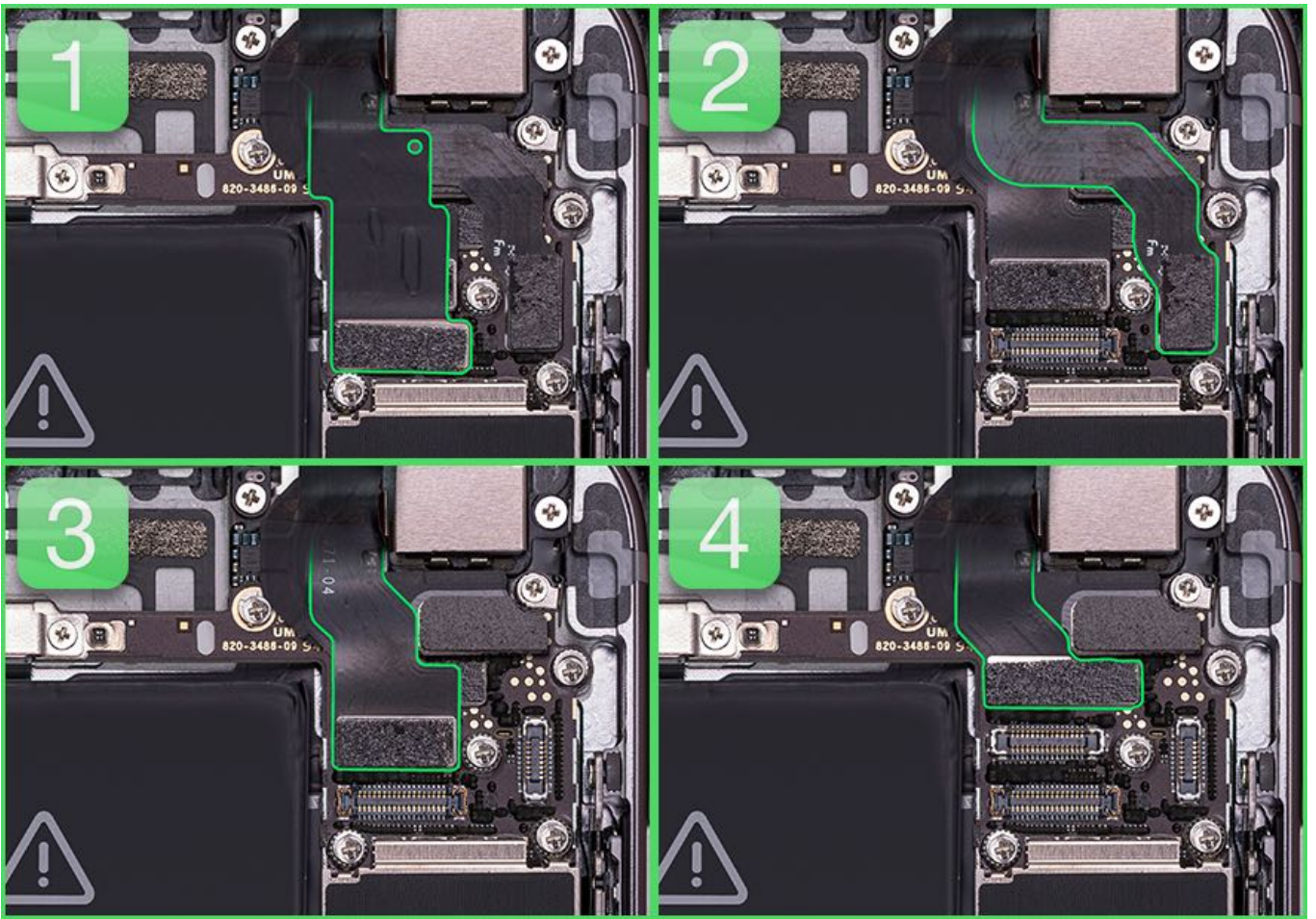
Steps For Removal

1. Use the iPhone torque driver (black) and JCIS bit to remove and discard five (5) cross-head screws from the display cowling. Save the cowling for reuse.

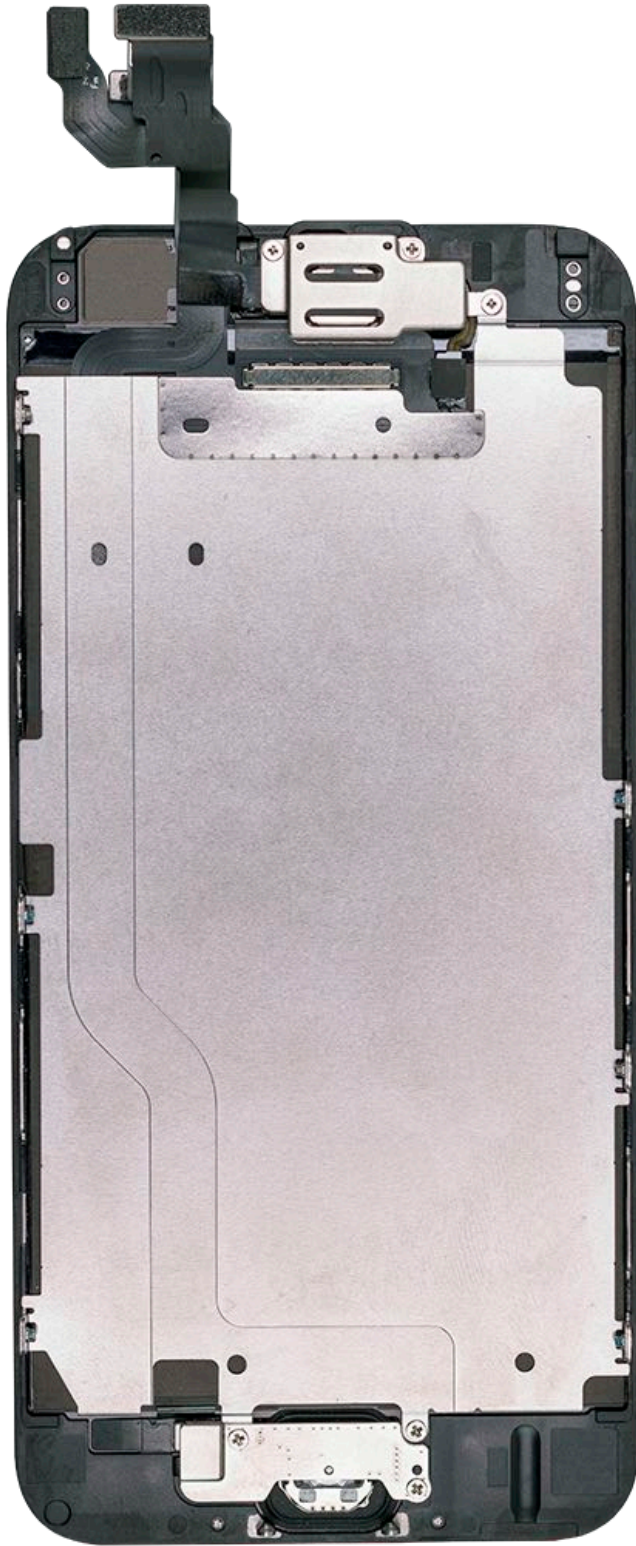
Important: If the display cowling is not present, install it with part number 923-00138 upon reassembly.



2. Use a black stick to disconnect four (4) stacked display flex connectors. Gently lift the top three (3) connectors to reveal one (1) flex connector below.

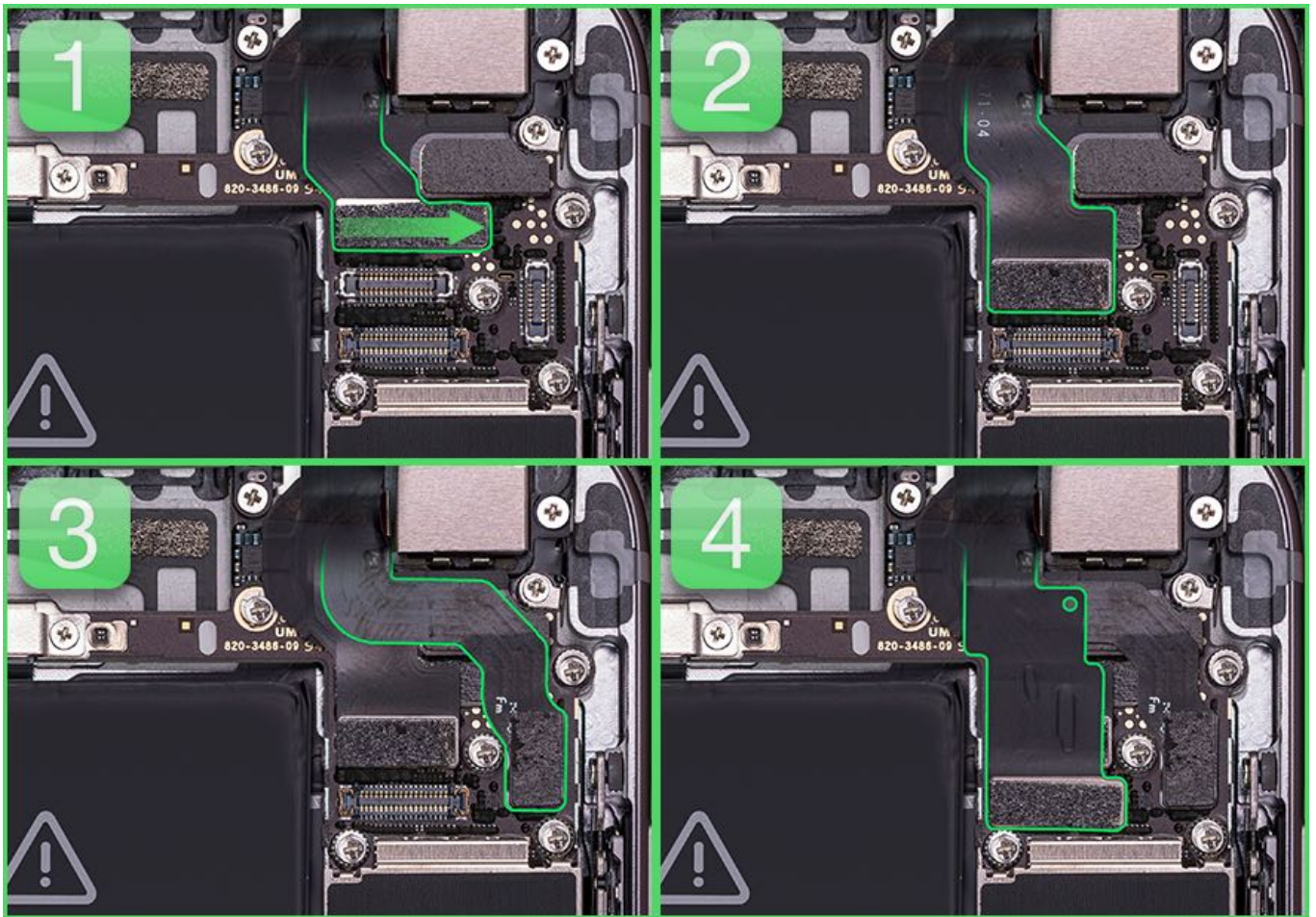


3. Remove the display assembly from the enclosure.



Steps For Reassembly

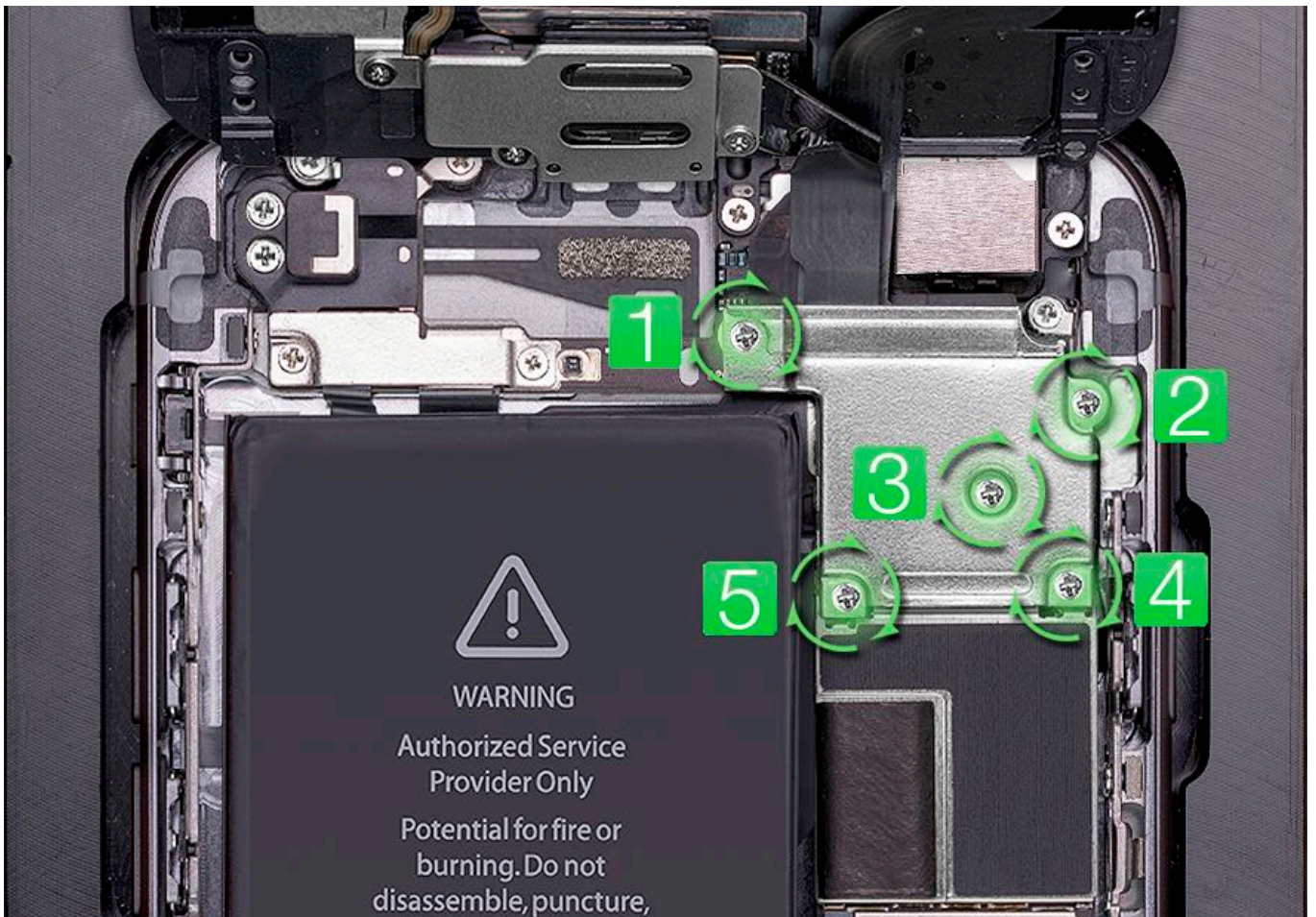
1. Align the top of the display assembly with the top of the enclosure.
2. Reconnect four (4) stacked display flex connectors as shown. Press down gently from one edge of the connector to the other edge until each connector snaps into place. Apply even pressure along the entire length of each connector to ensure proper seating.



3. Position the display cowling (923-00138) on top of the stacked connectors.

4. Install five (5) **new** cross-head screws into the display cowling.

1. 923-00135, medium
2. 923-00137, long
3. 923-00136, short
4. 923-00136, short
5. 923-00136, short



5. Follow the reassembly steps in article [RP1185: Open Device](#).

6. **Important:** Check iPhone operation using the steps in article [TP1045: Functional Test](#).

Internal Checks

Missing Internal Parts

If any internal components or parts are missing, refer to article [SM252: iPhone Visual/Mechanical Inspection \(VMI\) Guide, 070-00167](#) for service eligibility.

Liquid Contact Indicators

If a liquid contact indicator (LCI) is activated (red), then it indicates that the iPhone has had contact with liquid. Refer to article [SM252: iPhone Visual/Mechanical Inspection \(VMI\) Guide, 070-00167](#) for service eligibility.

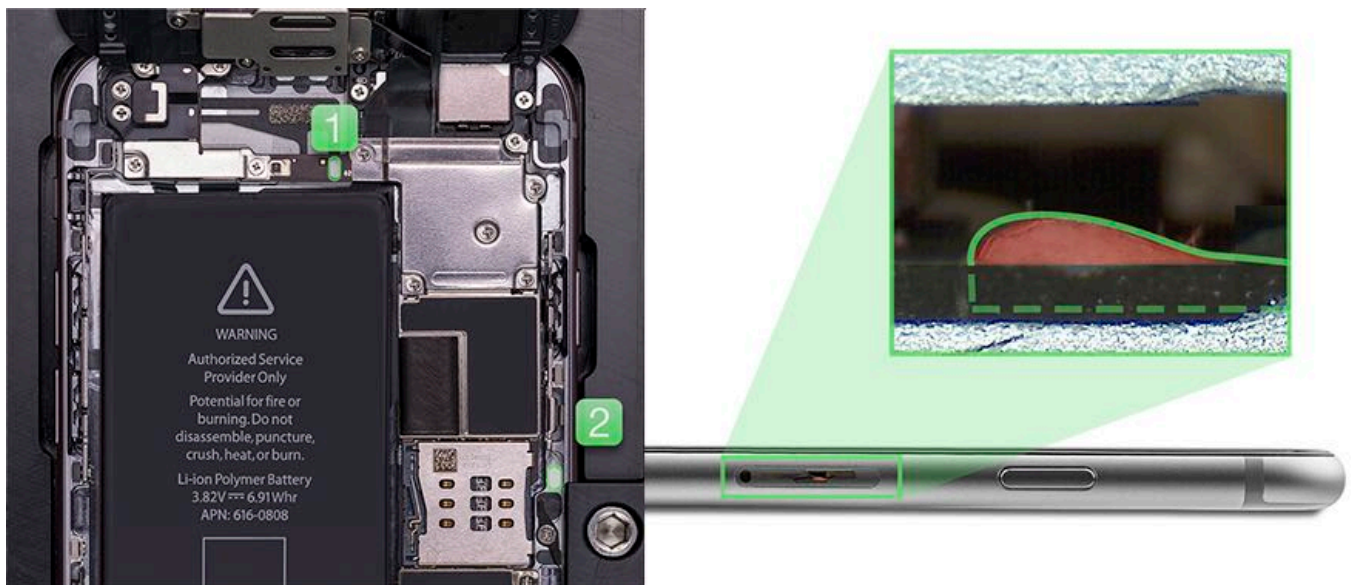
Important: If an internal LCI is activated or if corrosion is present, then reassemble the device and do not proceed with any modular repair.

iPhone 6

The iPhone 6 contains two internal liquid contact indicators:

1. To the left of the main camera above the battery
2. Near the SIM reader (externally visible)

Note: Remove the SIM tray from the iPhone to view the externally visible LCI. Refer to article [RP1194: SIM Tray](#).

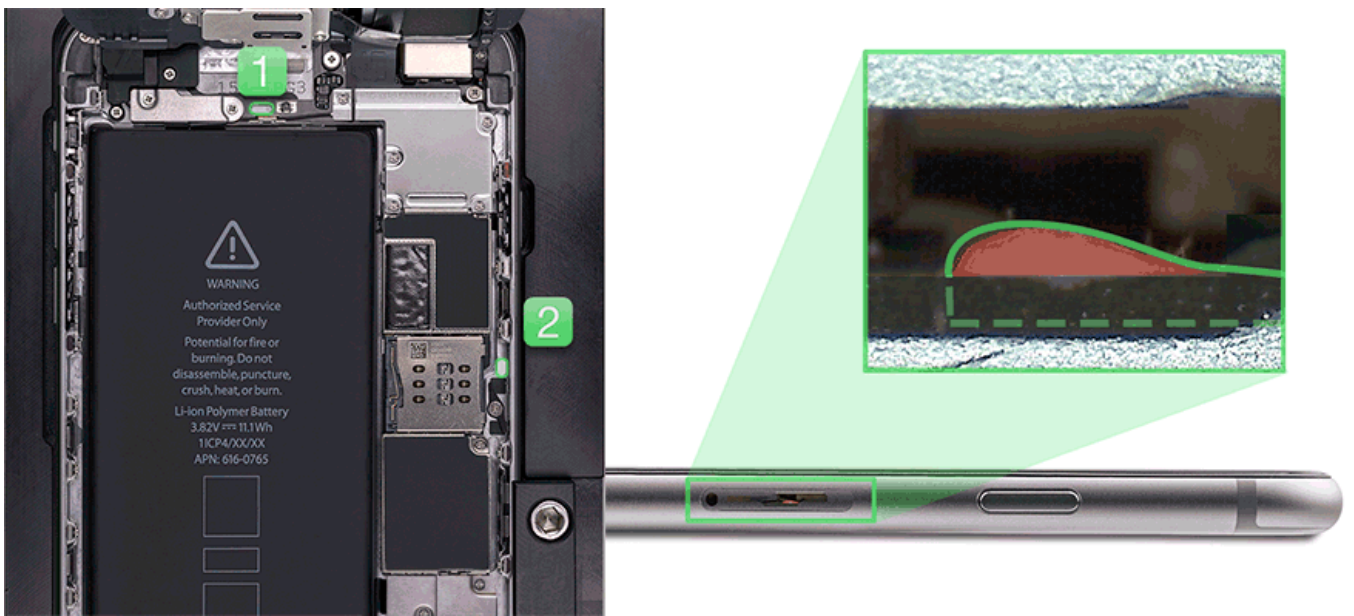


iPhone 6 Plus

The iPhone 6 Plus contains two internal liquid contact indicators:

1. To the left of the main camera above the battery
2. Near the SIM reader (externally visible)

Note: Remove the SIM tray from the iPhone to view the externally visible LCI. Refer to article [RP1194: SIM Tray](#).



iPhone 6s

The iPhone 6s contains two internal liquid contact indicators:

1. To the left of the main camera above the battery
2. Near the SIM reader (externally visible)

Note: Remove the SIM tray from the iPhone to view the externally visible LCI. Refer to article [RP1194: SIM Tray](#).

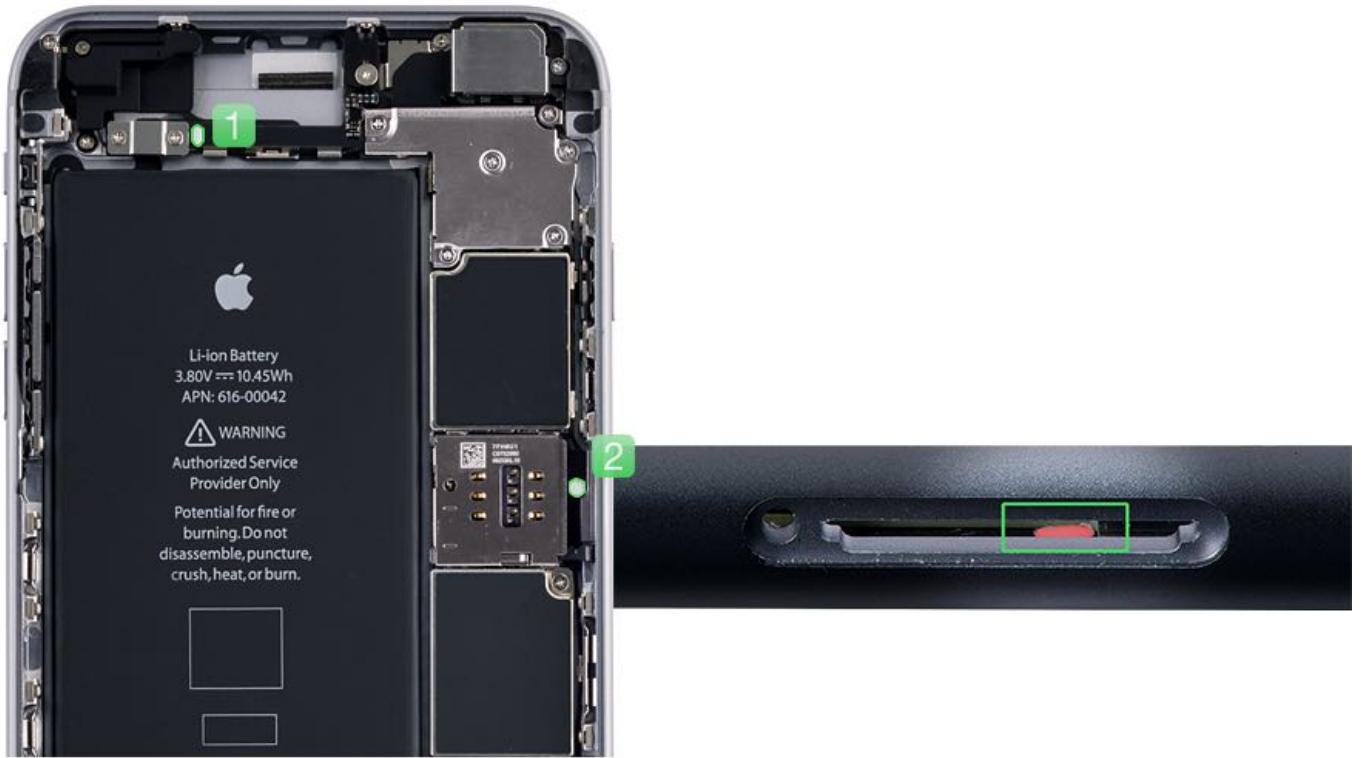


iPhone 6s Plus

The iPhone 6s Plus contains two internal liquid contact indicators:

1. To the left of the main camera above the battery
2. Near the SIM reader (externally visible)

Note: Remove the SIM tray from the iPhone to view the externally visible LCI. Refer to article [RP1194: SIM Tray](#).



iPhone 7

The iPhone 7 contains two internal liquid contact indicators:

1. To the left of the main camera above the battery
2. On the display assembly (not shown, externally visible)

Note: Remove the SIM tray from the iPhone to view the externally visible LCI. Refer to article [RP1194: SIM Tray](#).



iPhone 7 Plus

The iPhone 7 Plus contains two internal liquid contact indicators:

1. To the left of the main camera above the battery
2. On the display assembly (not shown, externally visible)

Note: Remove the SIM tray from the iPhone to view the externally visible LCI. Refer to article [RP1194: SIM Tray](#).



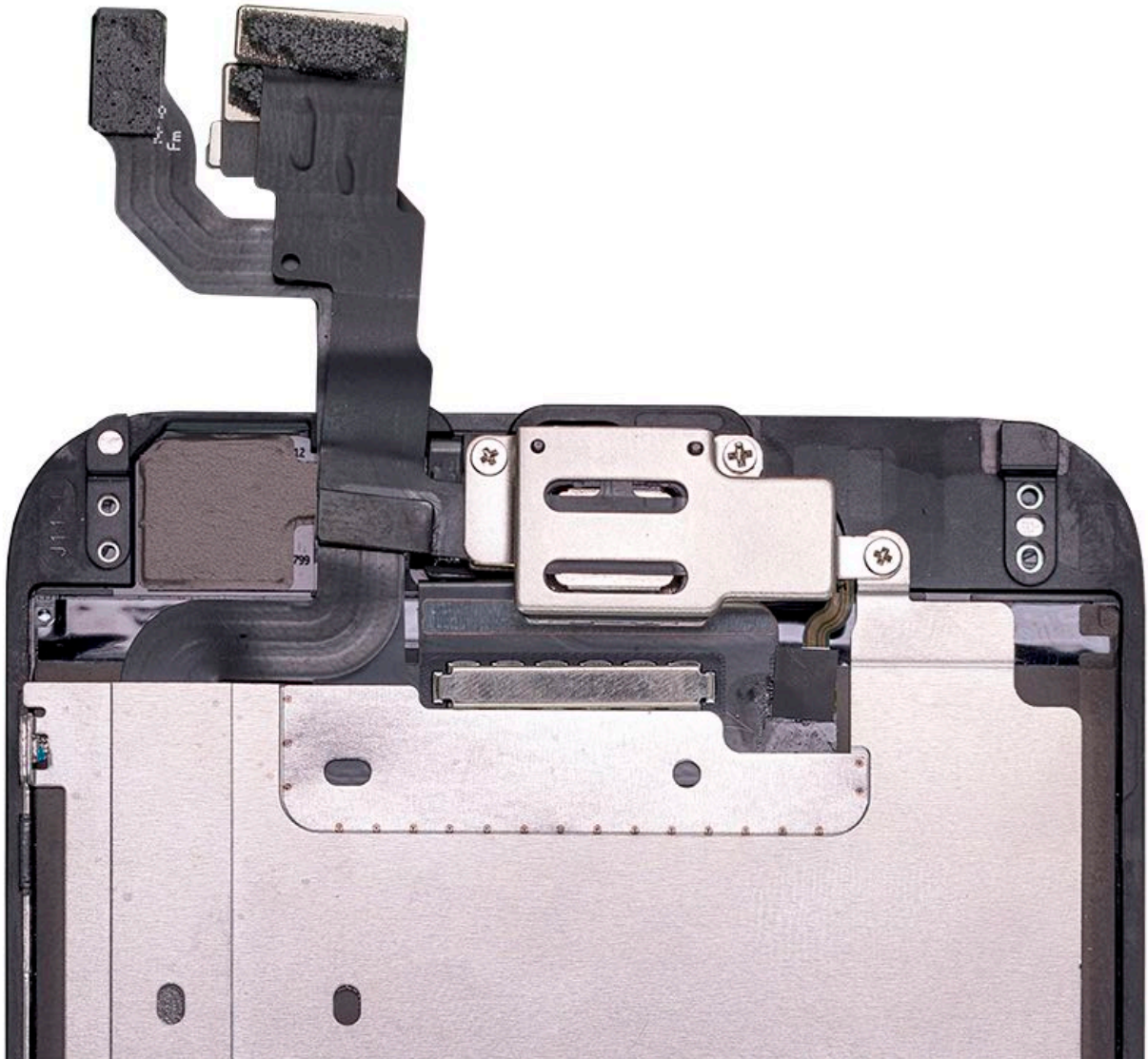
Receiver

First Steps

- [Open Device](#)
- [Disconnect Display Assembly](#)

Important: This procedure should only be performed by Apple-certified technicians.

For video instruction, refer to article [SV262: iPhone 6 Receiver Replacement Video](#).



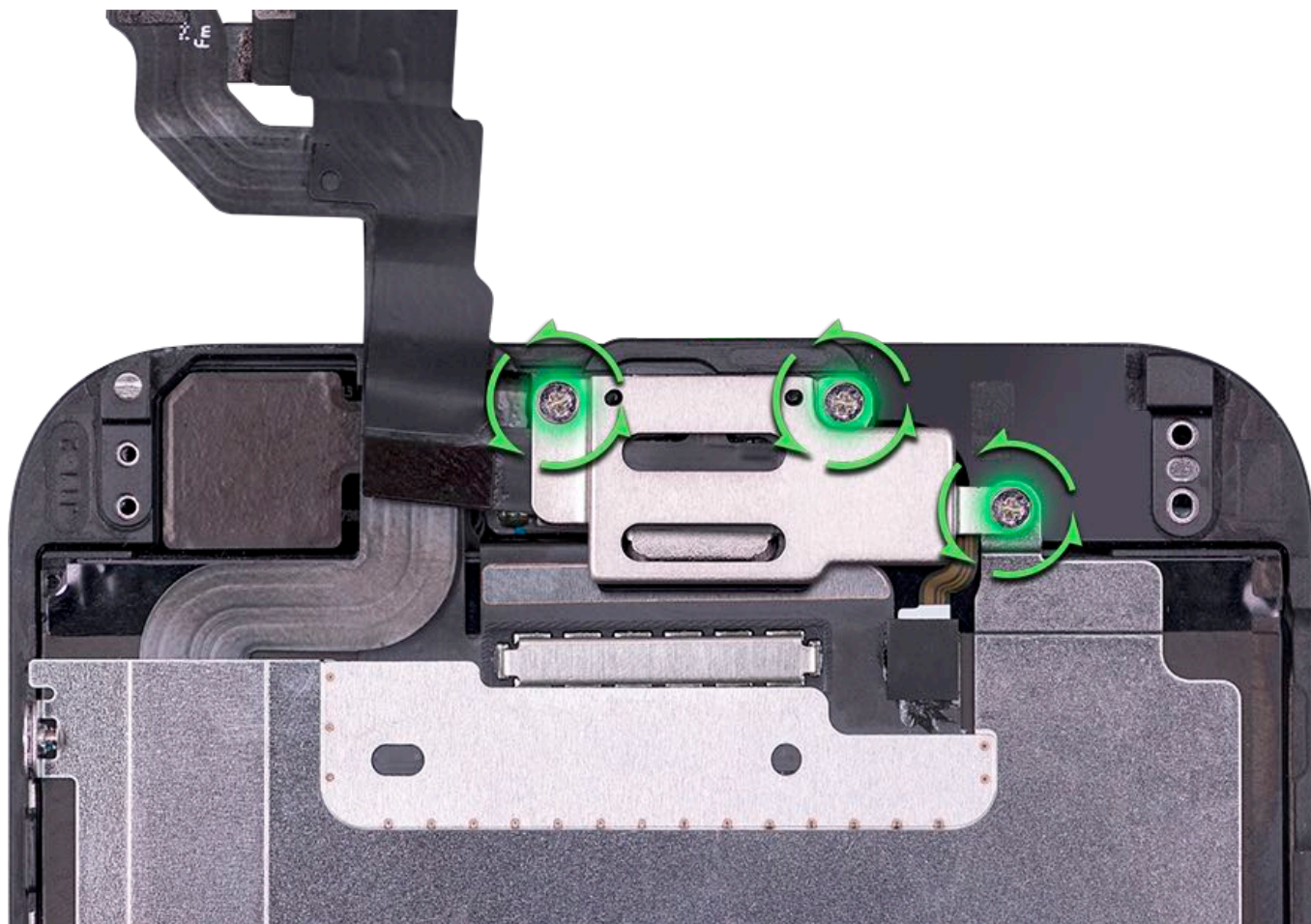
Tools

1. iPhone torque driver (black) (923-0248)
2. JCIS bit (923-0246) for cross-head screws
3. Nitrile or lint-free gloves



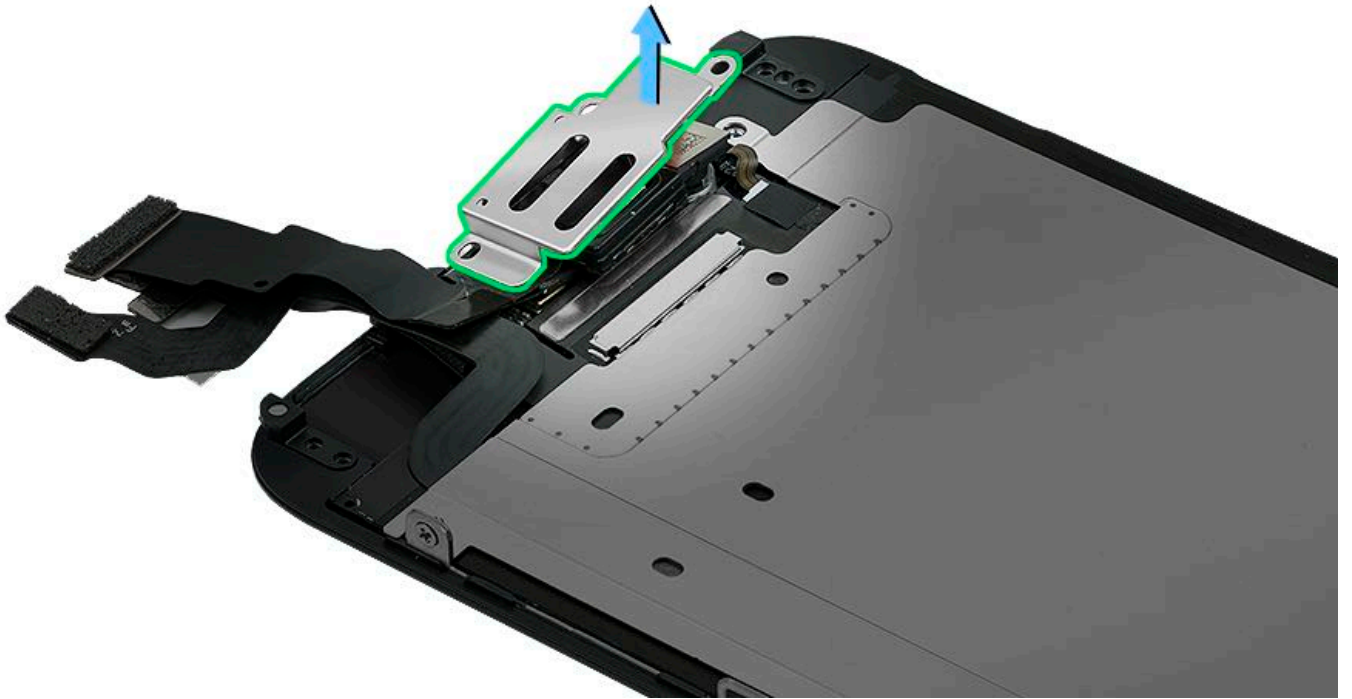
Steps For Removal

1. Use the iPhone torque driver (black) and JCIS bit to remove and discard three (3) cross-head screws from the receiver cowl.

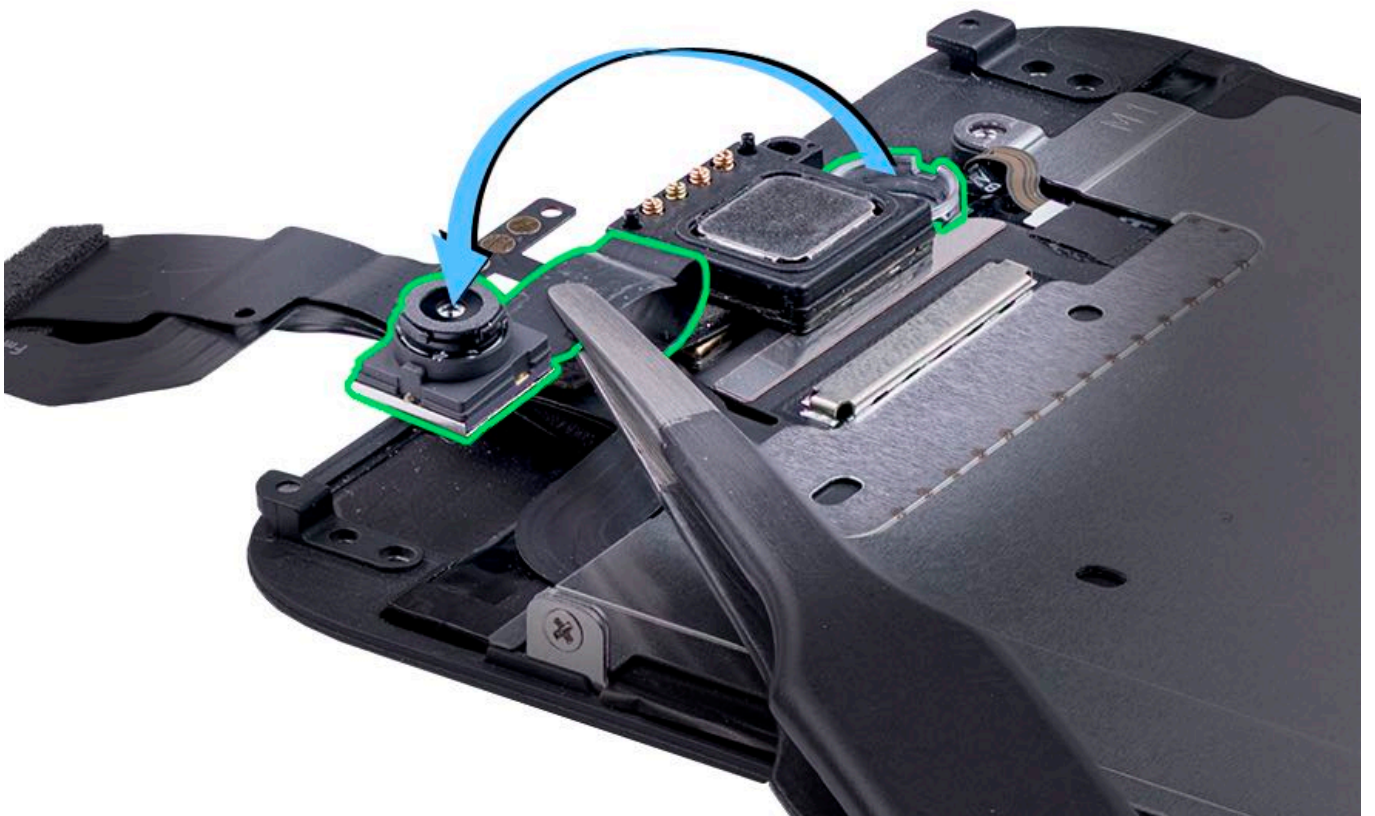


2. Remove the cowl and save it for reuse.





3. Wearing nitrile gloves, gently lift the FaceTime camera and move it to the left. **Important:** Avoid touching the camera lens.



4. Remove the receiver, which is located below the camera and cowling.

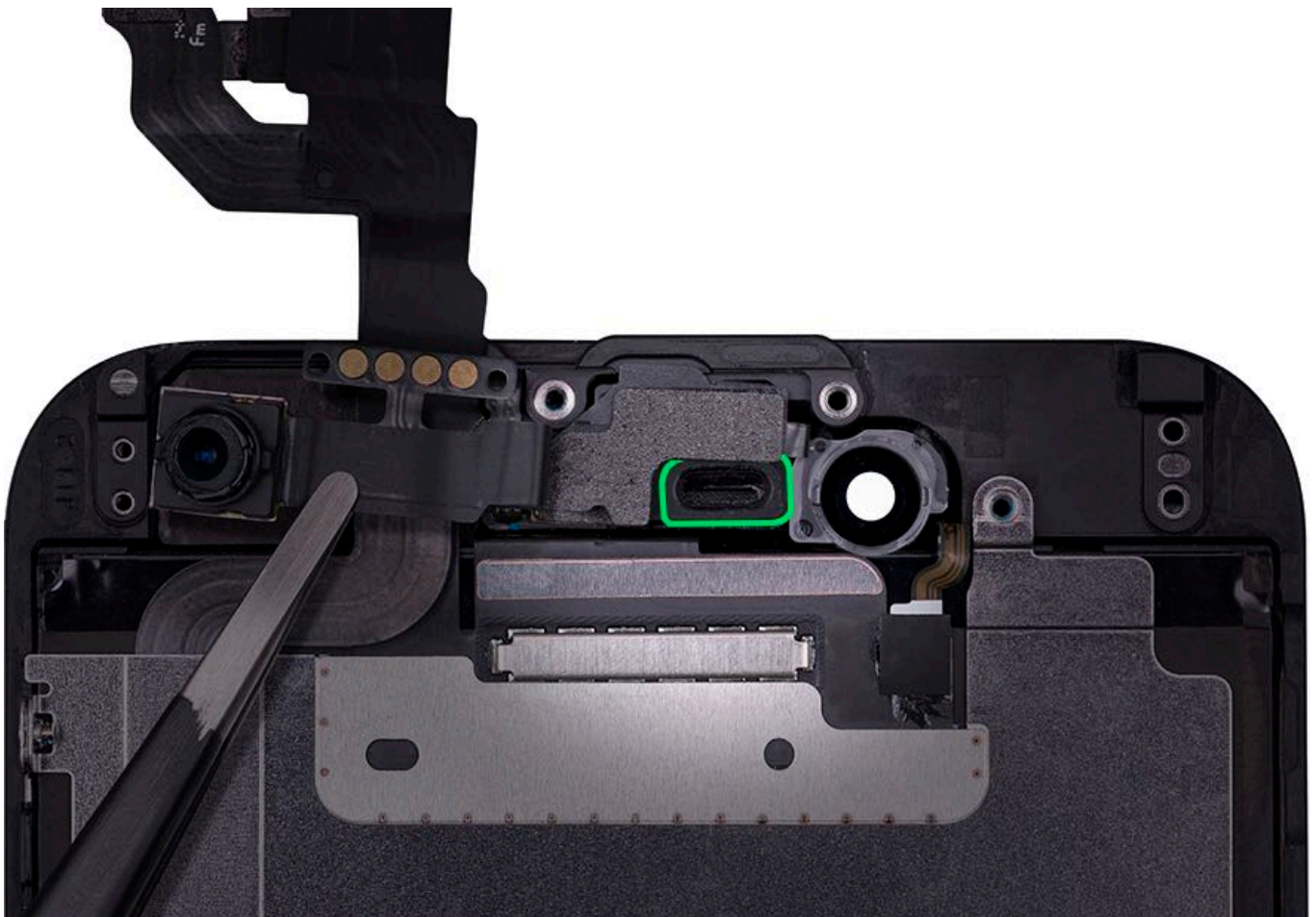
Note: Avoid touching the gold contacts on the camera flex.



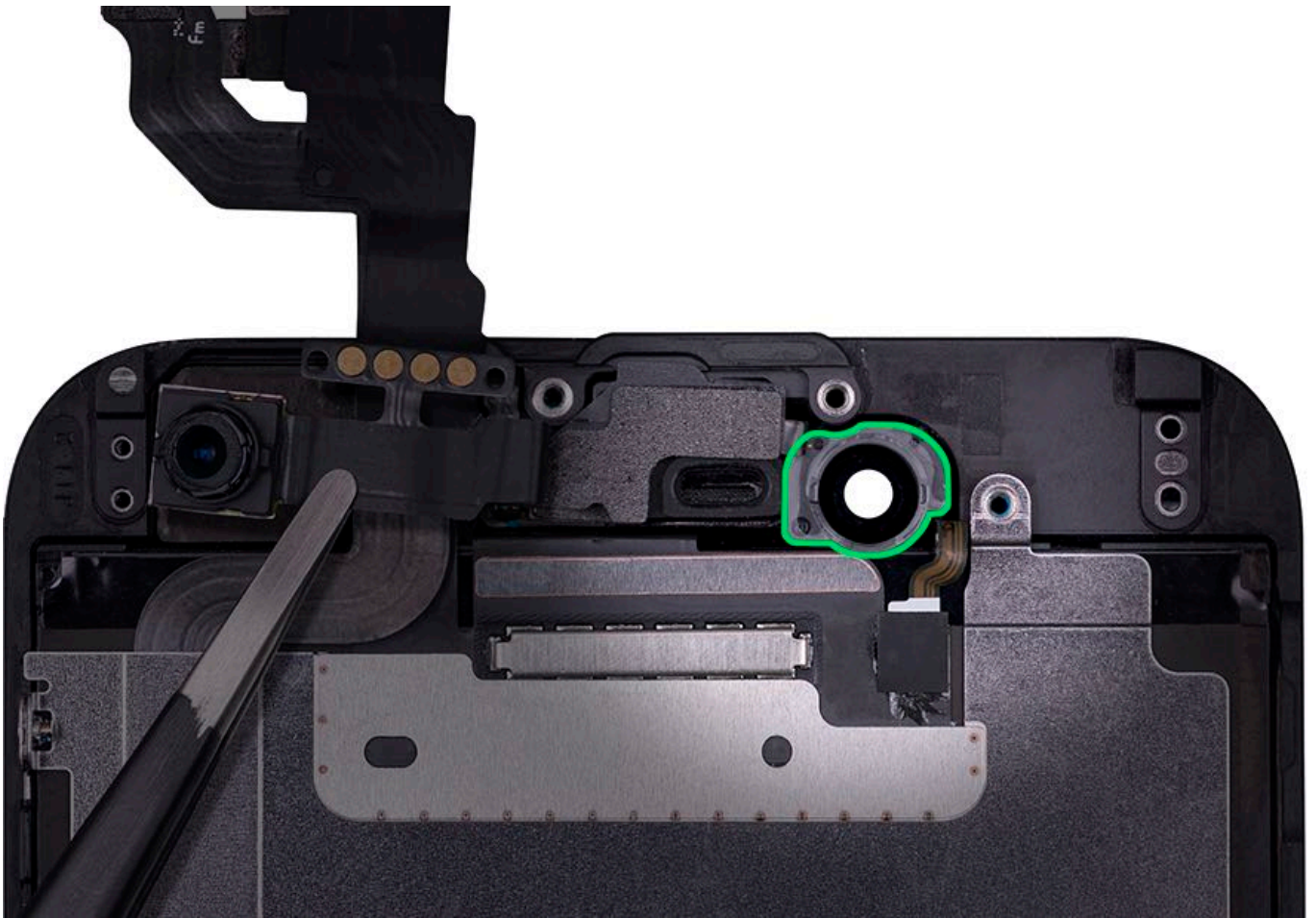
Steps For Reassembly

1. Position the receiver so that the gold springs face up and the oval post on the receiver aligns with the oval mesh opening on the display assembly.

Note: Avoid touching the gold springs or gold contacts.



2. Position the FaceTime camera in the lens opening.



3. Align the receiver cowling (923-00150) on the receiver guide pins.

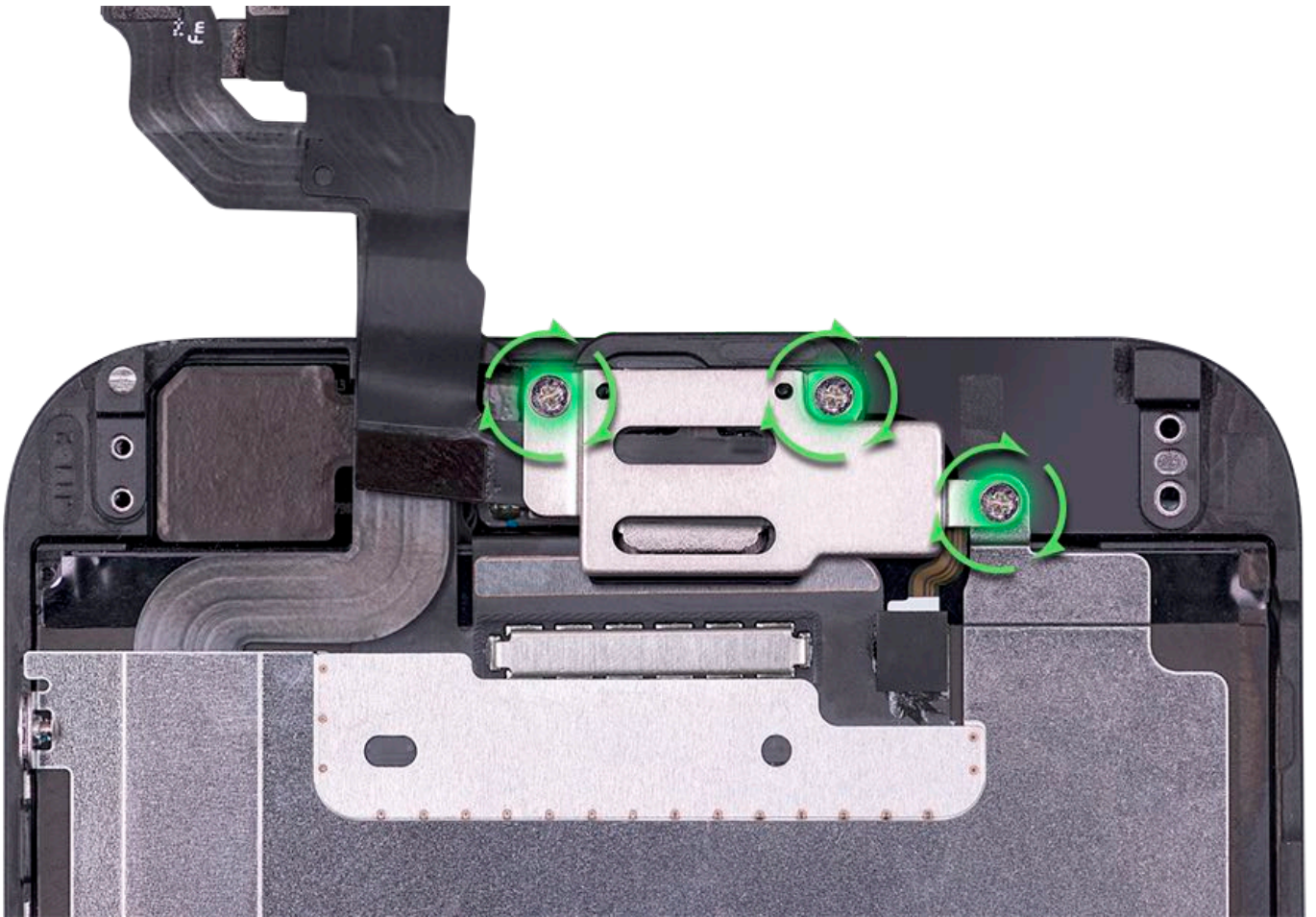
Note: Avoid touching the gold springs, gold contacts, or camera lens.



4. Use the iPhone torque driver (black) and JCIS bit to install three (3) **new** cross-head screws into the receiver cowling.

- 923-00148: short, upper left and lower right
- 923-00149: long, center

Important: Do not reuse old screws.



5. Follow the reassembly steps in article [RP1186: Disconnect Display Assembly](#).
6. Follow the reassembly steps in article [RP1185: Open Device](#).
7. **Important:** Check iPhone operation using the steps in article [TP1045: Functional Test](#).

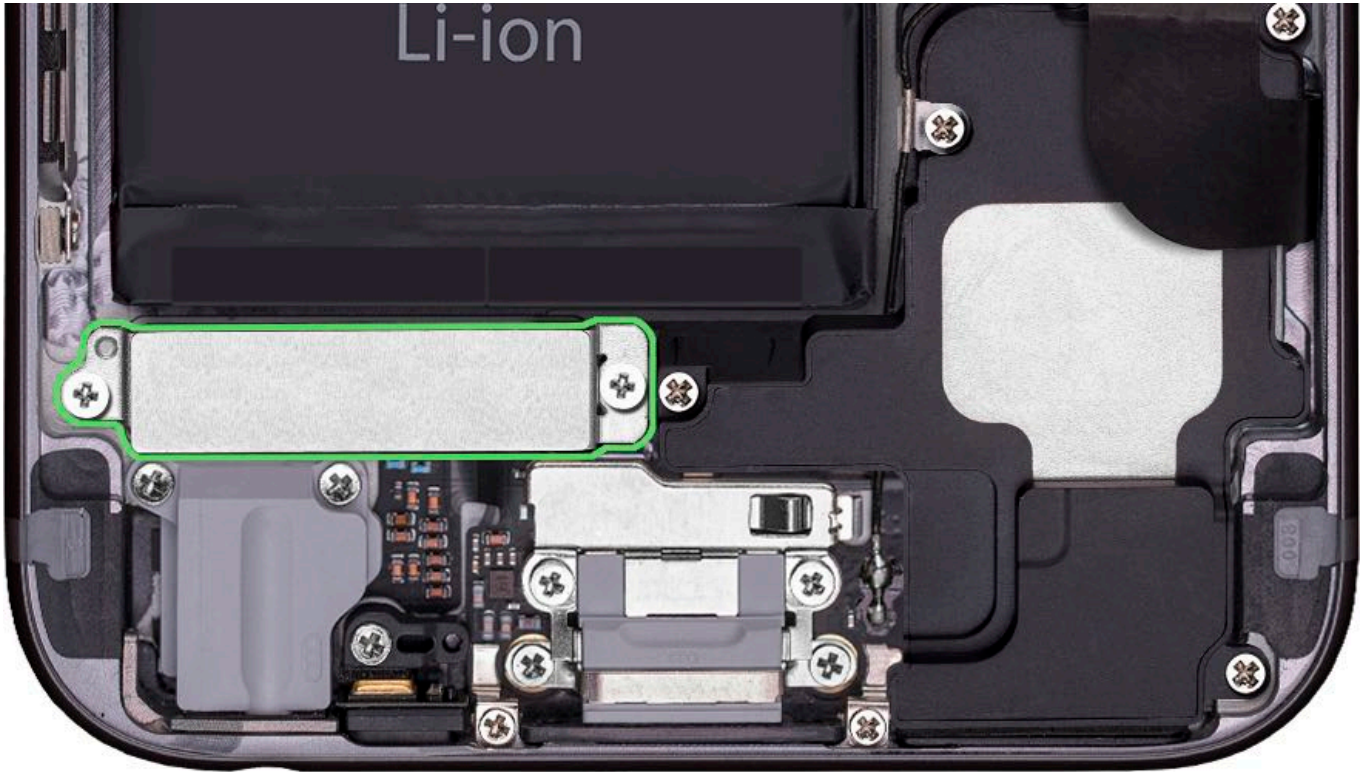
Vibe

First Steps

- [Open Device](#)

Important: This procedure should only be performed by Apple-certified technicians.

For video instruction, refer to article [SV260: iPhone 6 Vibe Replacement Video](#).



Tools

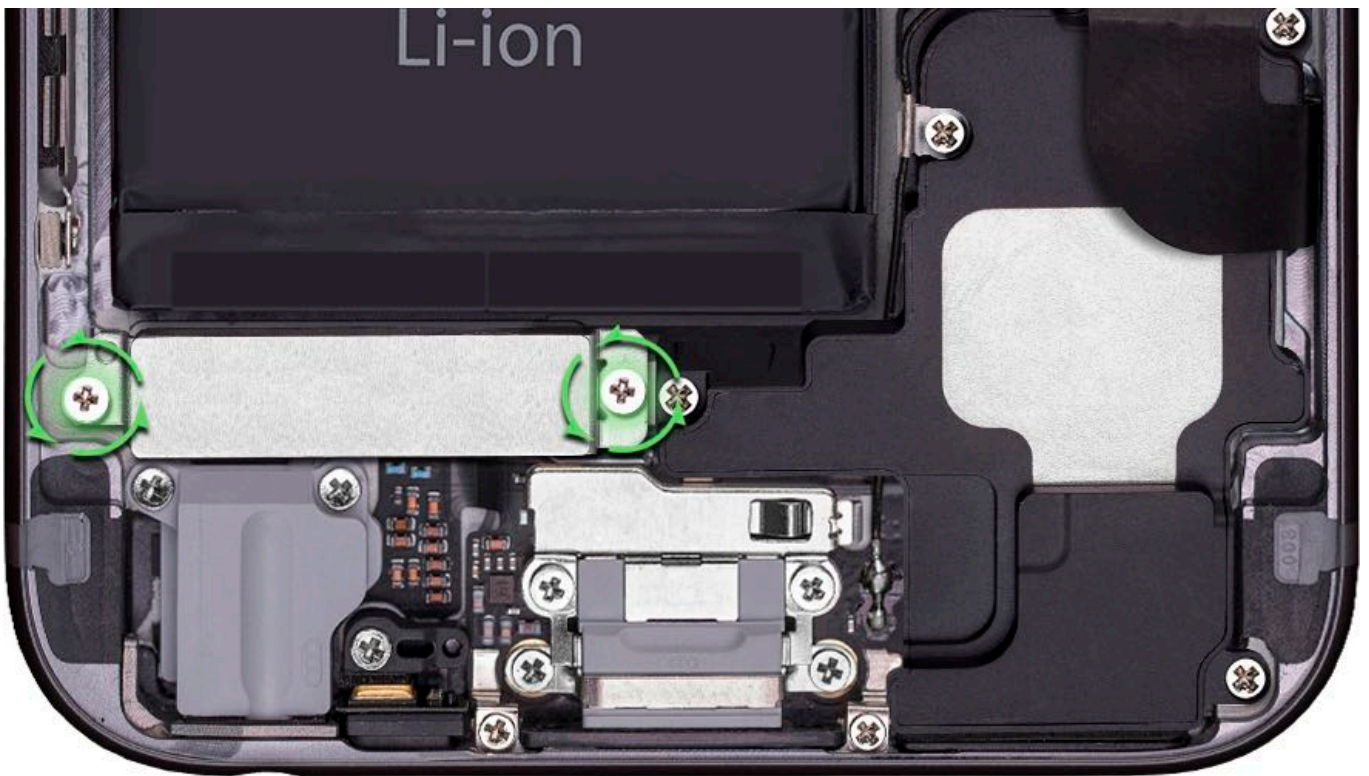
1. iPhone torque driver (green) (923-00105)
2. JCIS bit (923-0246) for cross-head screws
3. ESD-safe tweezers



Steps For Removal

1. Use the iPhone torque driver (green) and JCIS bit to remove and discard two (2) cross-head screws from the vibe.
2. Use ESD-safe tweezers to remove the vibe from the enclosure.

Note: Avoid touching the gold contacts in the enclosure underneath the vibe.



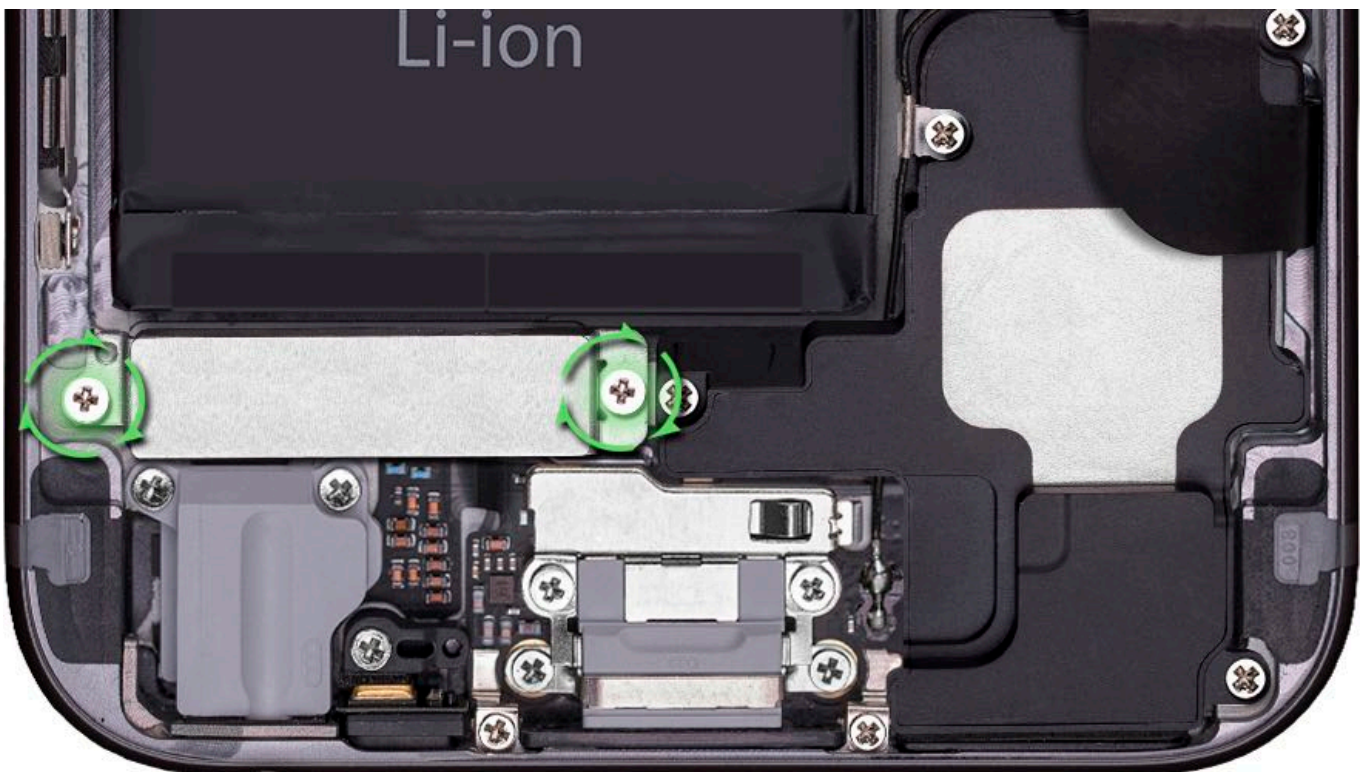
Steps For Reassembly

1. Use ESD-safe tweezers to position the vibe in the enclosure. Align the alignment hole on the vibe with the pin in the enclosure.

Note: Avoid touching the gold springs on the vibe and the gold contacts in the enclosure.

2. Use the iPhone torque driver (green) and JCIS bit to install two (2) **new** cross-head screws (923-00142) into the vibe.

Important: Do not reuse old screws.



3. Follow the reassembly steps in article [RP1186: Disconnect Display Assembly](#).

4. Follow the reassembly steps in article [RP1185: Open Device](#).

5. **Important:** Check iPhone operation using the steps in article [TP1045: Functional Test](#).

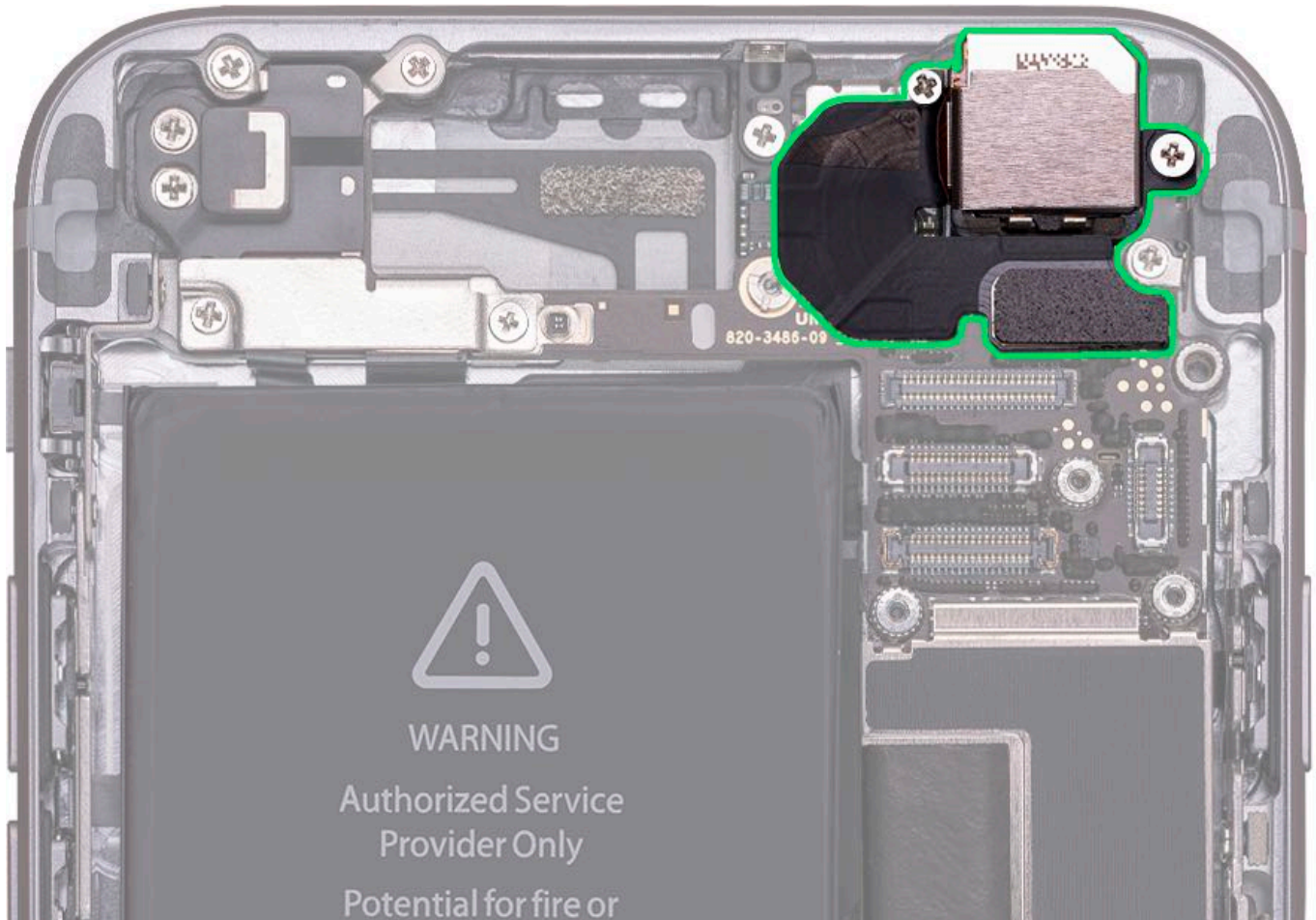
iSight Camera

First Steps

- [Open Device](#)
- [Disconnect Display Assembly](#)

Important: Wear nitrile or lint-free gloves to prevent contamination of the camera lens. This procedure should only be performed by Apple-certified technicians.

For video instruction, refer to article [SV268: iPhone 6 iSight Camera Replacement Video](#).



Tools

1. iPhone torque driver (black) (923-0248)
2. JCIS bit (923-0246) for cross-head screws
3. ESD-safe tweezers
4. Nylon probe tool (black stick, 922-5065)
5. Nitrile or lint-free gloves

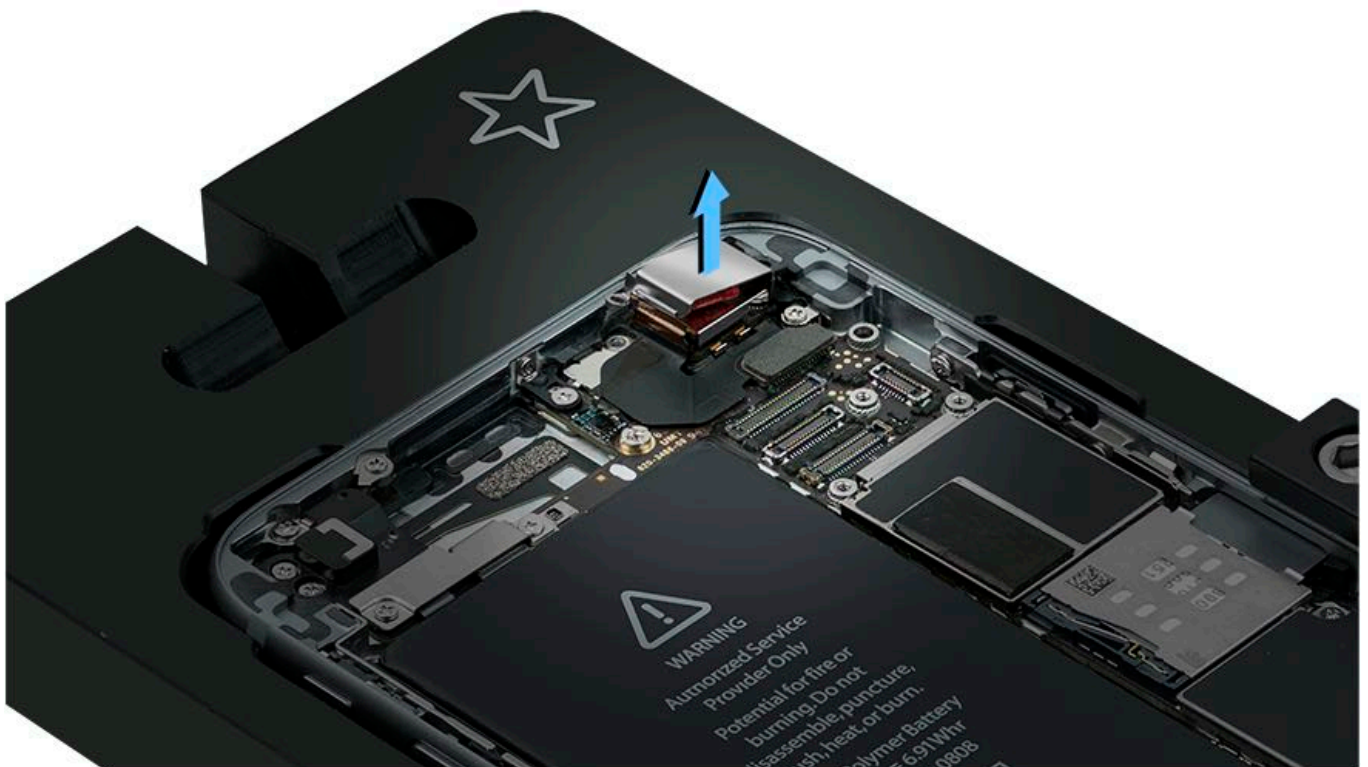


Steps For Removal

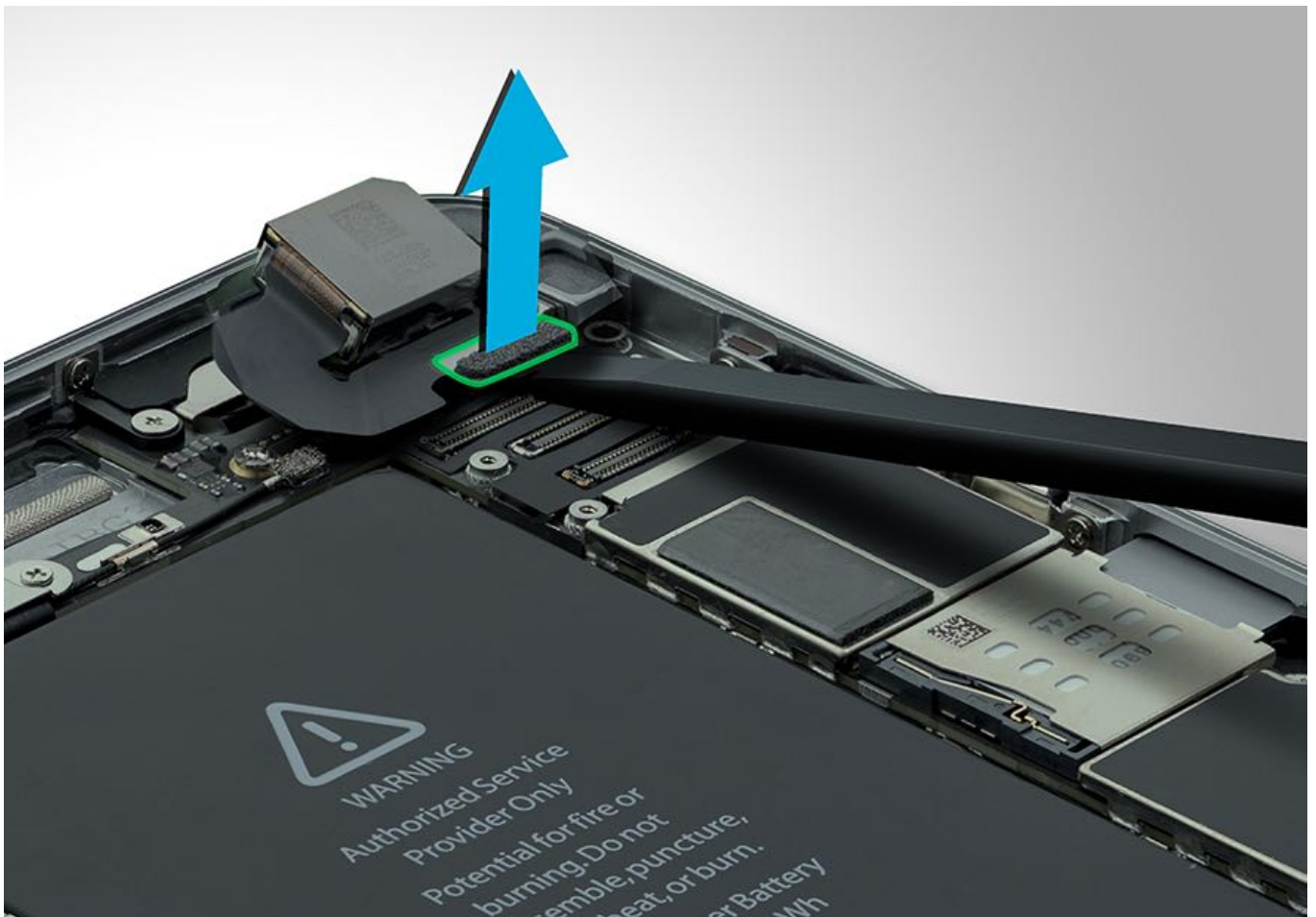
1. Use ESD-safe tweezers to carefully remove the light shield tape over the corner of the camera cowling.
2. Use the iPhone torque driver (black) and JCIS bit to remove and discard two (2) cross-head screws from the camera cowling.



3. Remove the camera cowling. Save it for reuse.



4. Use the flat end of a black stick to disconnect the camera flex connector from the logic board.

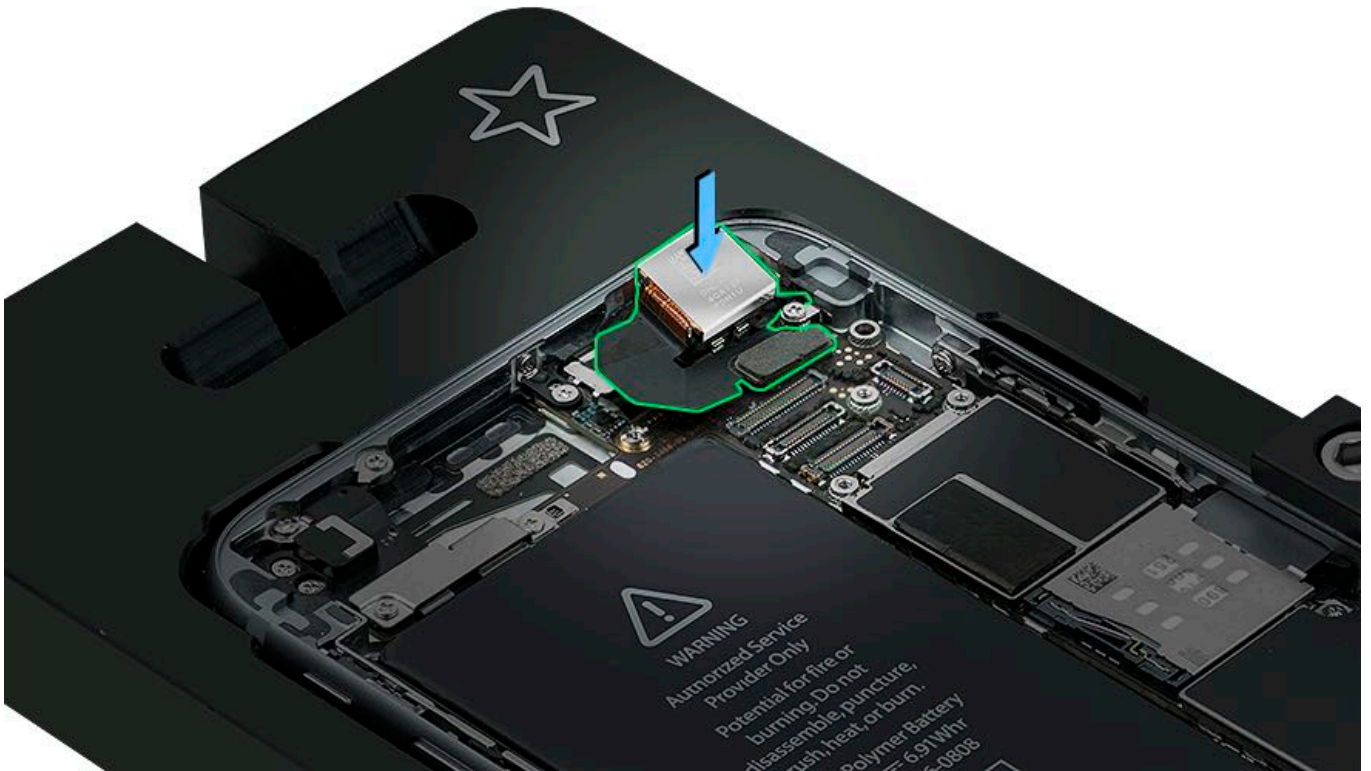


5. Remove the camera from the enclosure.



Steps For Reassembly

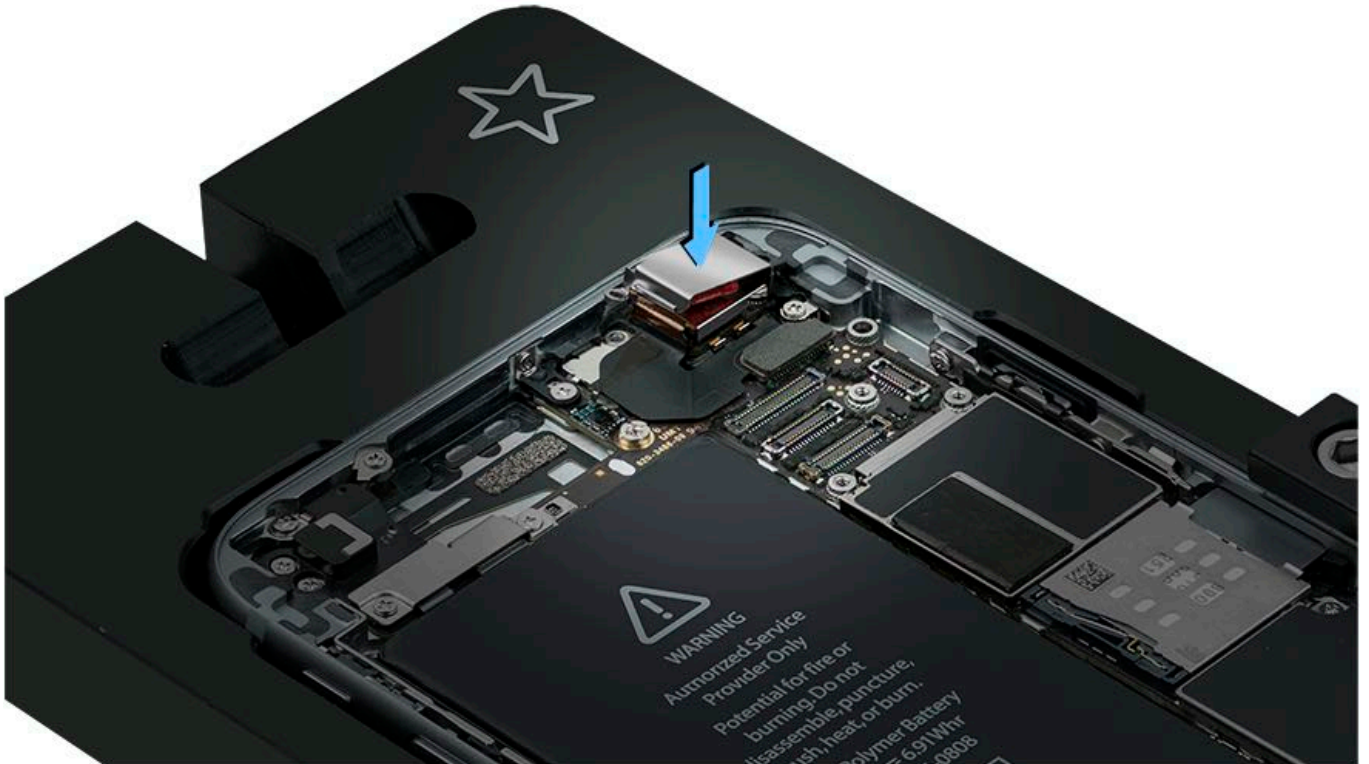
1. Wearing nitrile gloves, remove the protective lens cover from the replacement camera.
2. Position the camera in the enclosure.



3. Connect the camera flex connector to the logic board.



4. Place the camera cowling (923-00126) on the camera.



5. Use the iPhone torque driver (black) and JCIS bit to install the camera cowling with two (2) **new** cross-head screws.

- 923-00146, short, left
- 923-00145, long, right

6. Use ESD-safe tweezers to carefully install the light shield tape over the corner of the camera cowling.



7. Follow the reassembly steps in article [RP1186: Disconnect Display Assembly](#).

8. Follow the reassembly steps in article [RP1185: Open Device](#).

9. **Important:** Check iPhone operation using the steps in article [TP1045: Functional Test](#).

Battery

First Steps

- Review article [TP328: iPhone Safety](#)
- [Open Device](#)
- [Disconnect Display Assembly](#)
- [Vibe](#)

Important: This procedure should only be performed by Apple-certified technicians.



Warning: If the battery is dented, punctured, swollen, or otherwise damaged, then **stop the repair**. Do not remove the battery from the device. Reassemble and replace the whole unit.

Refer to articles [TP328: iPhone Safety](#) and [HT204762: Enclosure separation due to expanded battery](#).

Warning: Do not reuse or reinstall a loose battery or a battery that has been removed. Replace it with a new battery. If a battery is unavailable, replace the whole unit.

For video instruction, refer to article [SV270: iPhone 6 Battery Replacement Video](#).



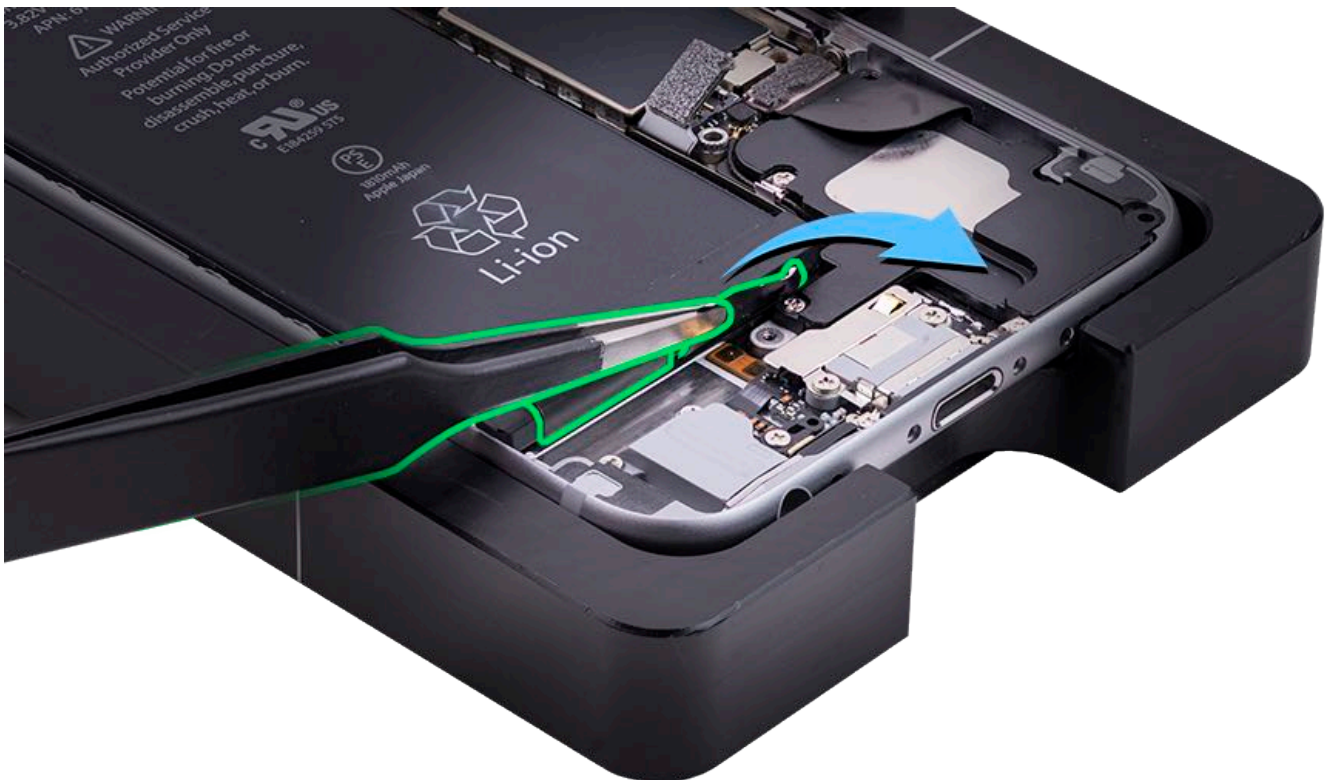
Tools

1. ESD-safe tweezers
2. Nylon probe tool (black stick, 922-5065)
3. iPhone 6 Repair Tray (923-00068)
4. iPhone Battery Fixture (923-00065)
5. Isopropyl alcohol (IPA) wipes



Steps For Removal

1. Use ESD-safe tweezers to gently peel the battery adhesive tabs from the battery.



2. Grasp one adhesive strip and slowly pull toward the bottom of the iPhone. As the adhesive strip extends, grasp the strip closer to the battery and continue to pull slowly. Hold the battery with your fingers. **Note:** If the adhesive strip breaks, attempt to retrieve the strip with ESD-safe tweezers. If the strip cannot be retrieved, attempt to remove the other strip.

Important: Avoid pulling the adhesive strips against components or screws.



Warning: If an adhesive tab or strip breaks off and cannot be retrieved, then **do not use tools to pry up the battery**. In this

situation, replace the whole unit.



3. Continue to slowly pull until the adhesive strip releases.

Note: If the adhesive strip breaks, attempt to retrieve the strip with ESD-safe tweezers. If strip cannot be retrieved, attempt to remove the other strip.



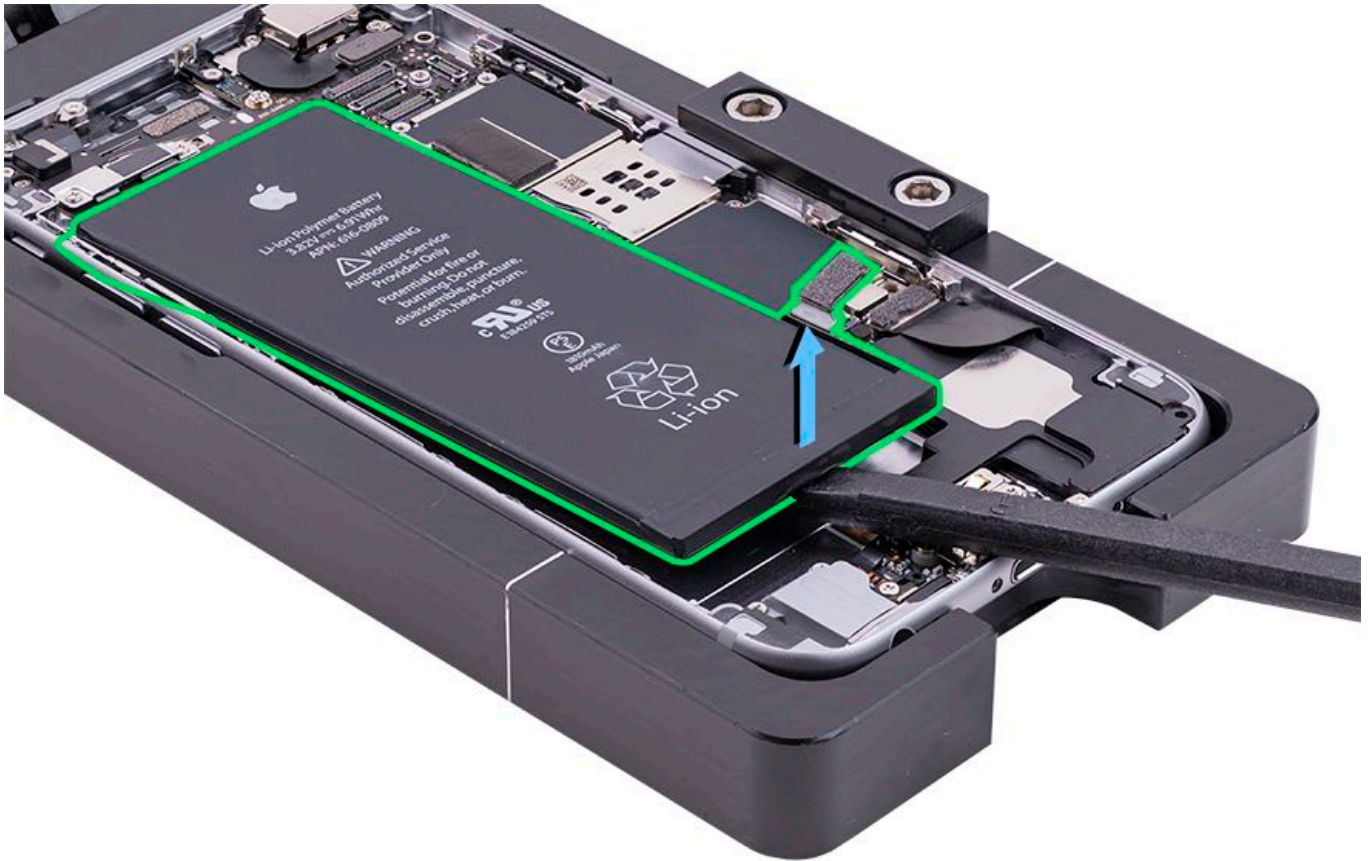
4. Repeat steps 2 and 3 with the other adhesive strip.

Note: If the adhesive strip breaks, attempt to retrieve the strip with ESD-safe tweezers. If strip cannot be retrieved, attempt step 5.

5. Gently use a black stick to lift the battery from the bottom edge.



Warning: If you feel any resistance, **stop the repair**. Reinstall the display assembly and replace the whole unit.

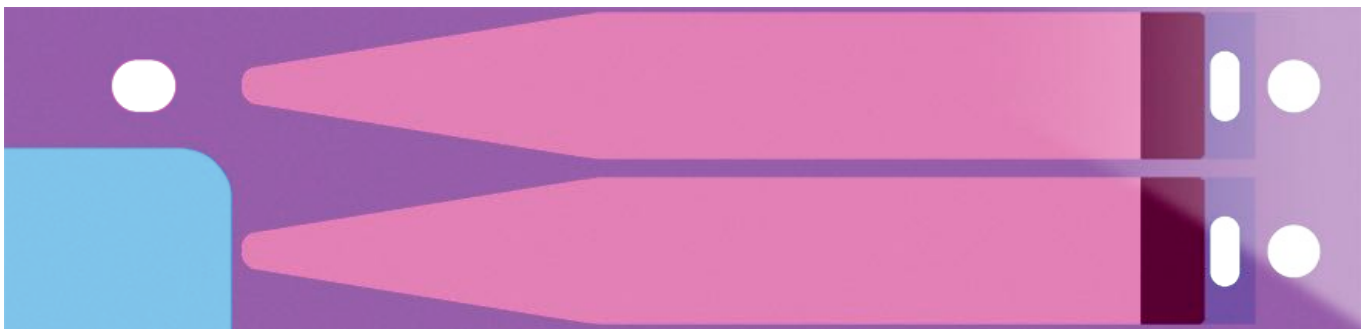


6. Use IPA wipes to remove any remaining adhesive from the enclosure underneath the battery.



Steps For Reassembly

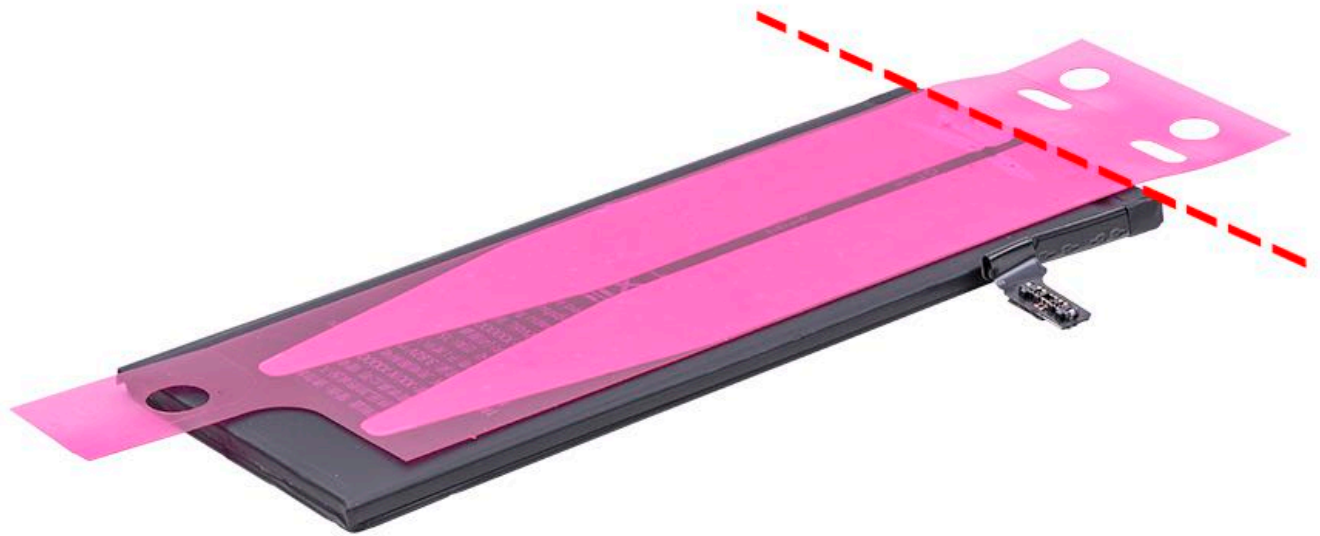
1. Peel the blue release liner from a new battery adhesive strip.



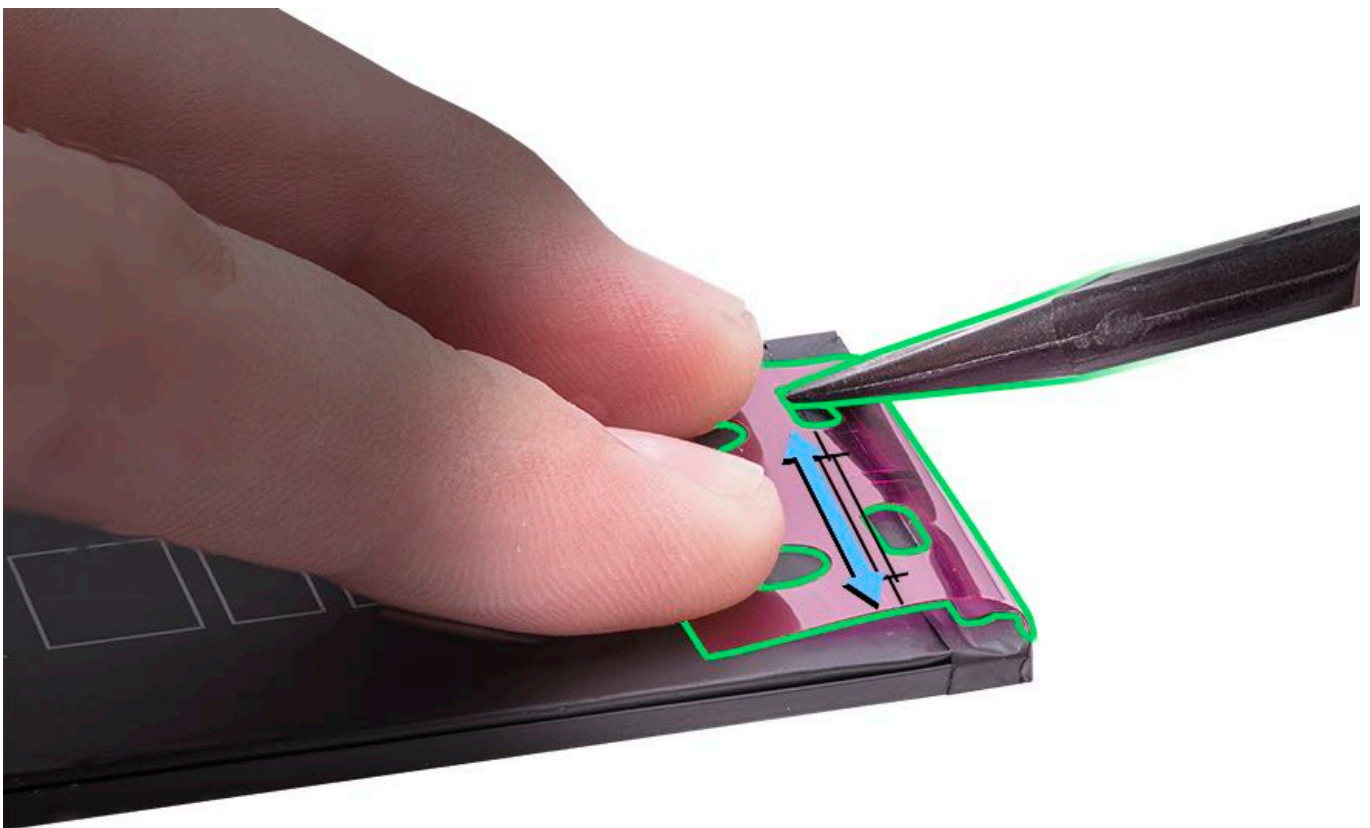
2. Position the new battery adhesive strip on the battery.

Important: The black tab must be positioned at the edge of the battery as shown.

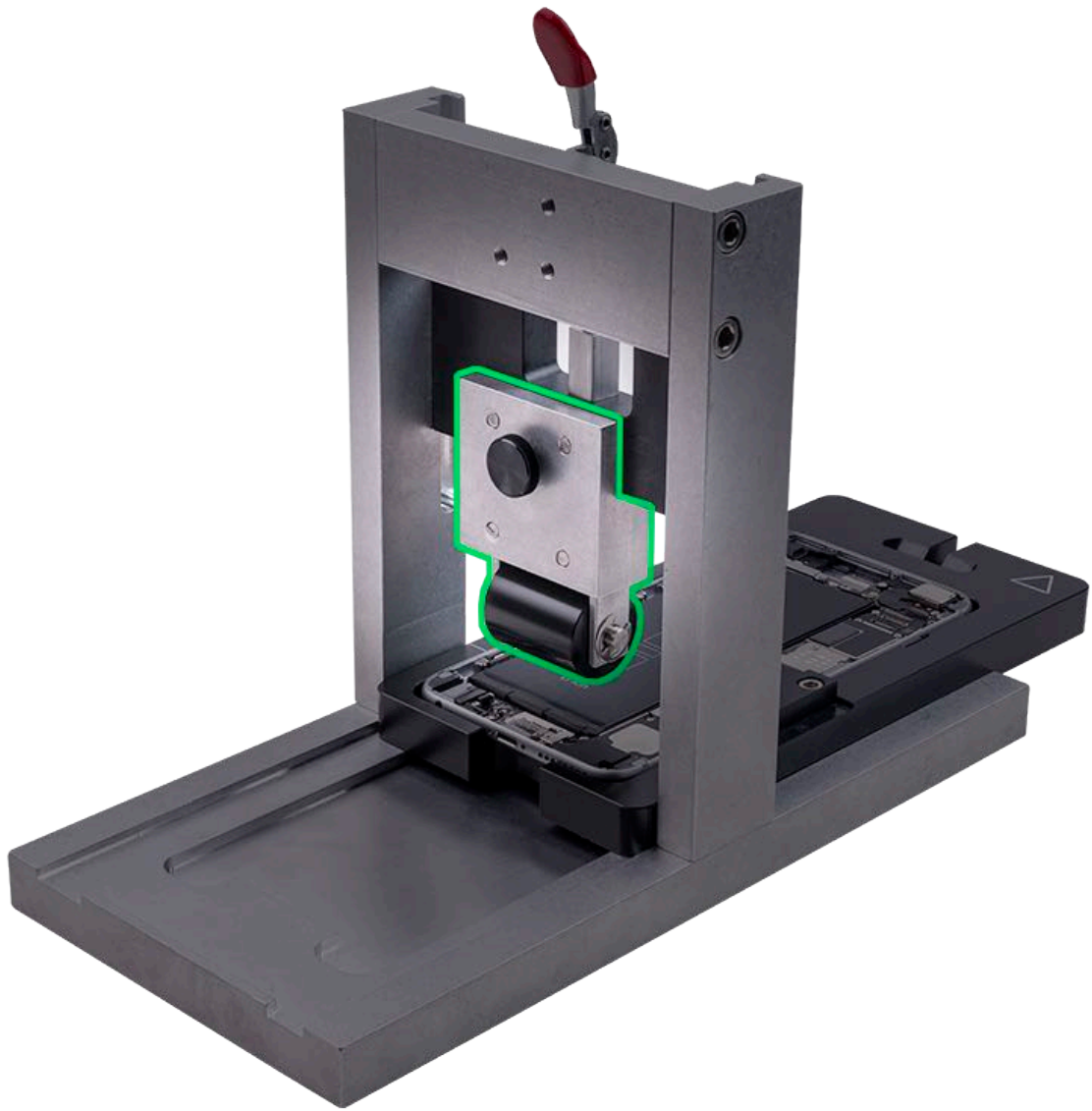
3. Apply light pressure to secure the adhesive to the battery.



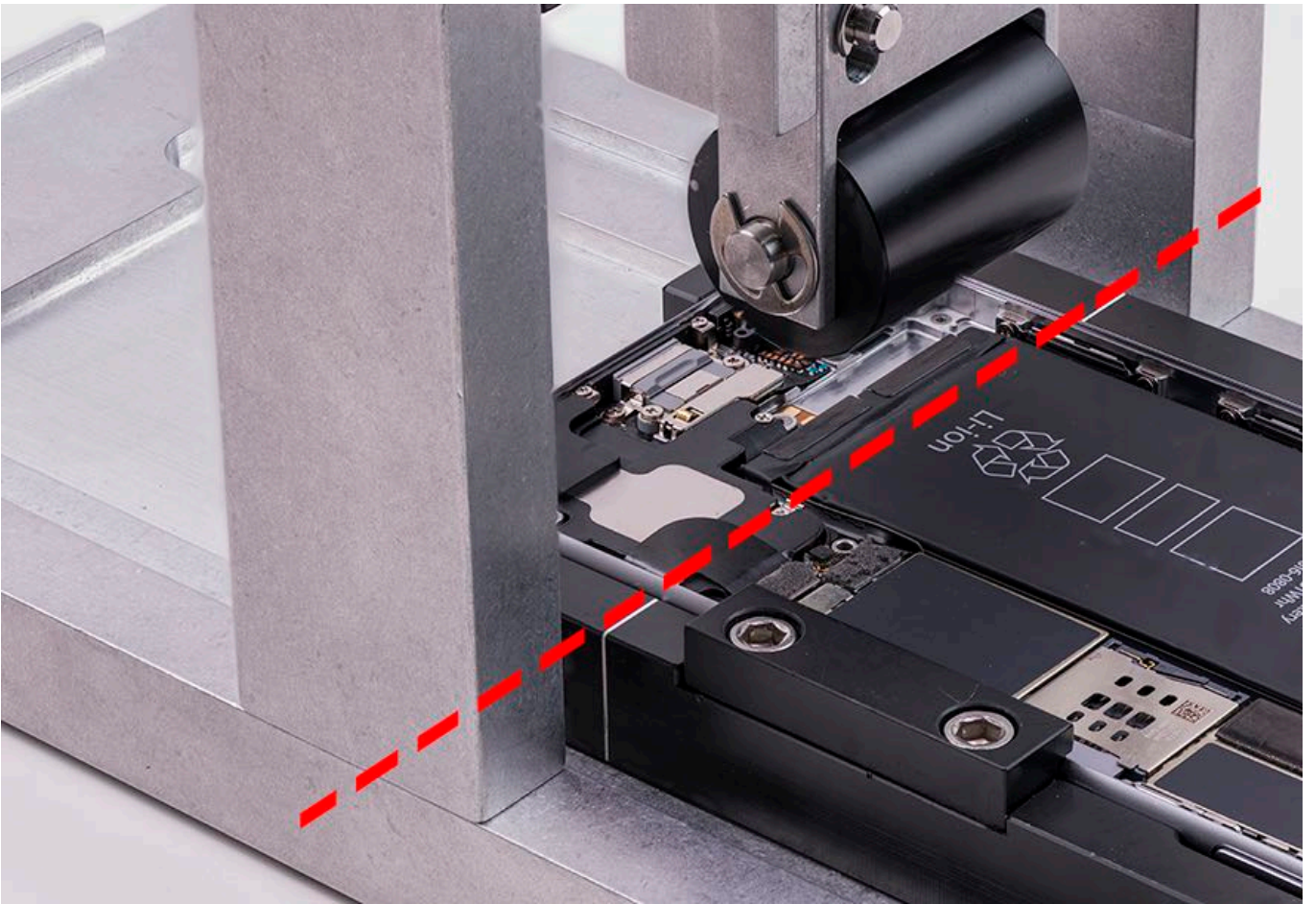
4. Place the battery on the work surface with the strips down.
5. Remove the small blue release liners from the battery tabs.
6. Fold the pink release liner over the edge of the battery and use a black stick to adhere the tabs to the battery.



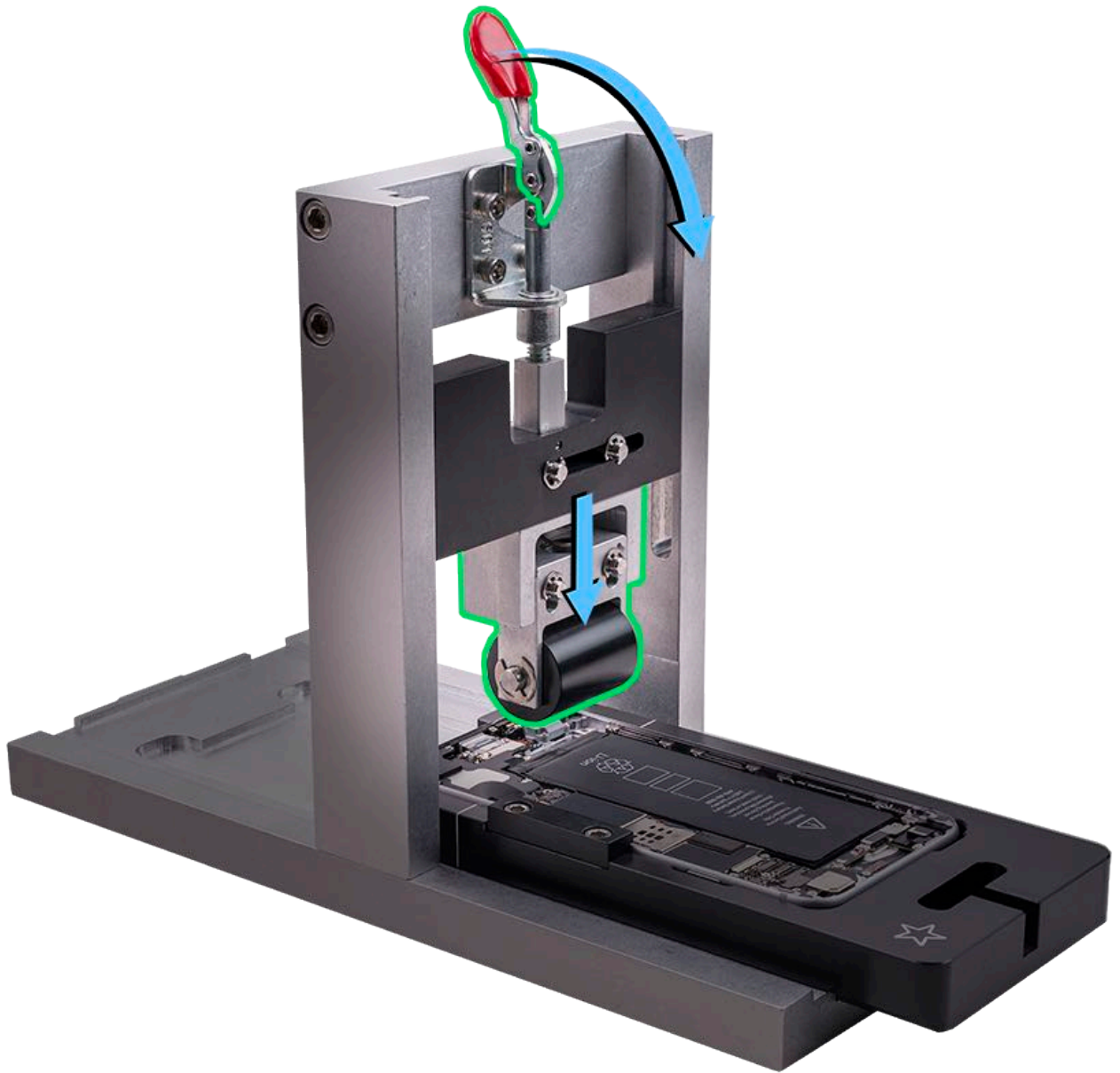
7. Peel the pink release liner to expose the adhesive that will attach to the enclosure.
8. Position the top edge of the battery in the enclosure and connect the battery connector to the logic board.
9. Carefully lay the battery down into the enclosure, checking that it is centered.



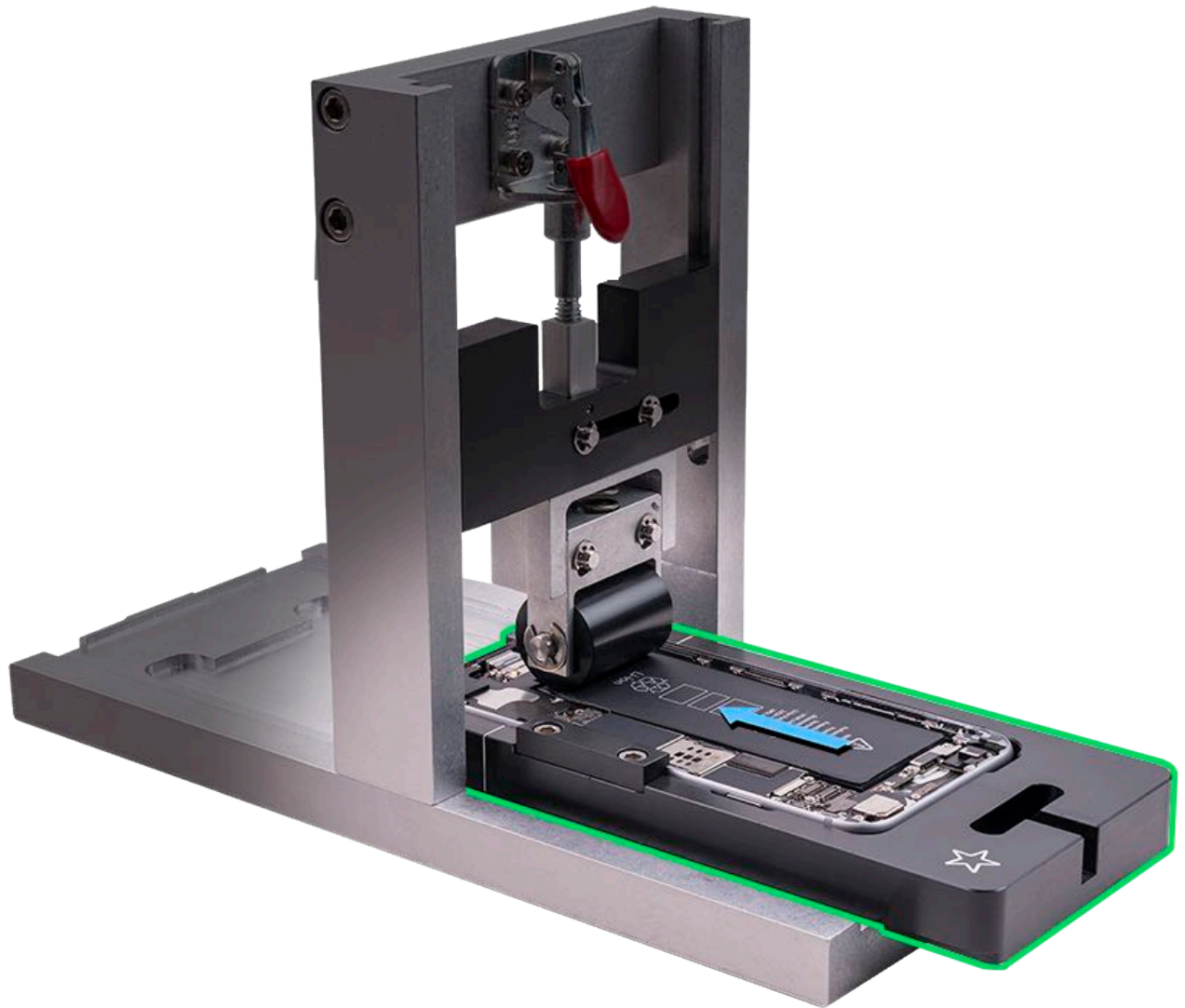
11. Place the repair tray into the iPhone Battery Fixture with the battery positioned underneath the roller. Align the white marks on the tray with the front edge of the vertical tower. **Important:** The roller must be in the center position for iPhone 6.



12. Lower the red lever to move the pressure roller into place above the iPhone battery.

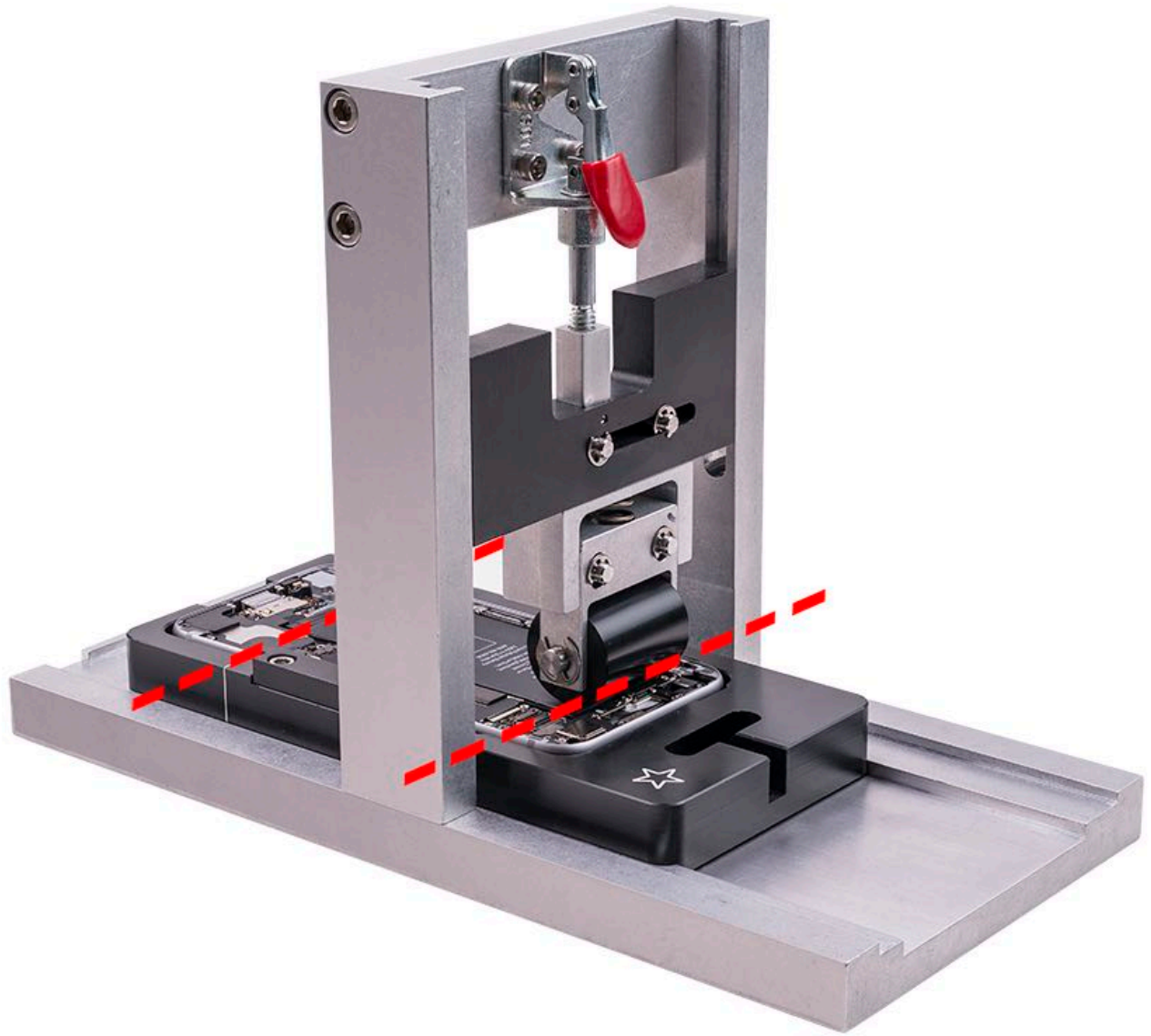


13. Slide the tray through the tower. This will cause the roller to press the battery down onto the adhesive strip. **Important:** Do not roll past the top edge of the battery.



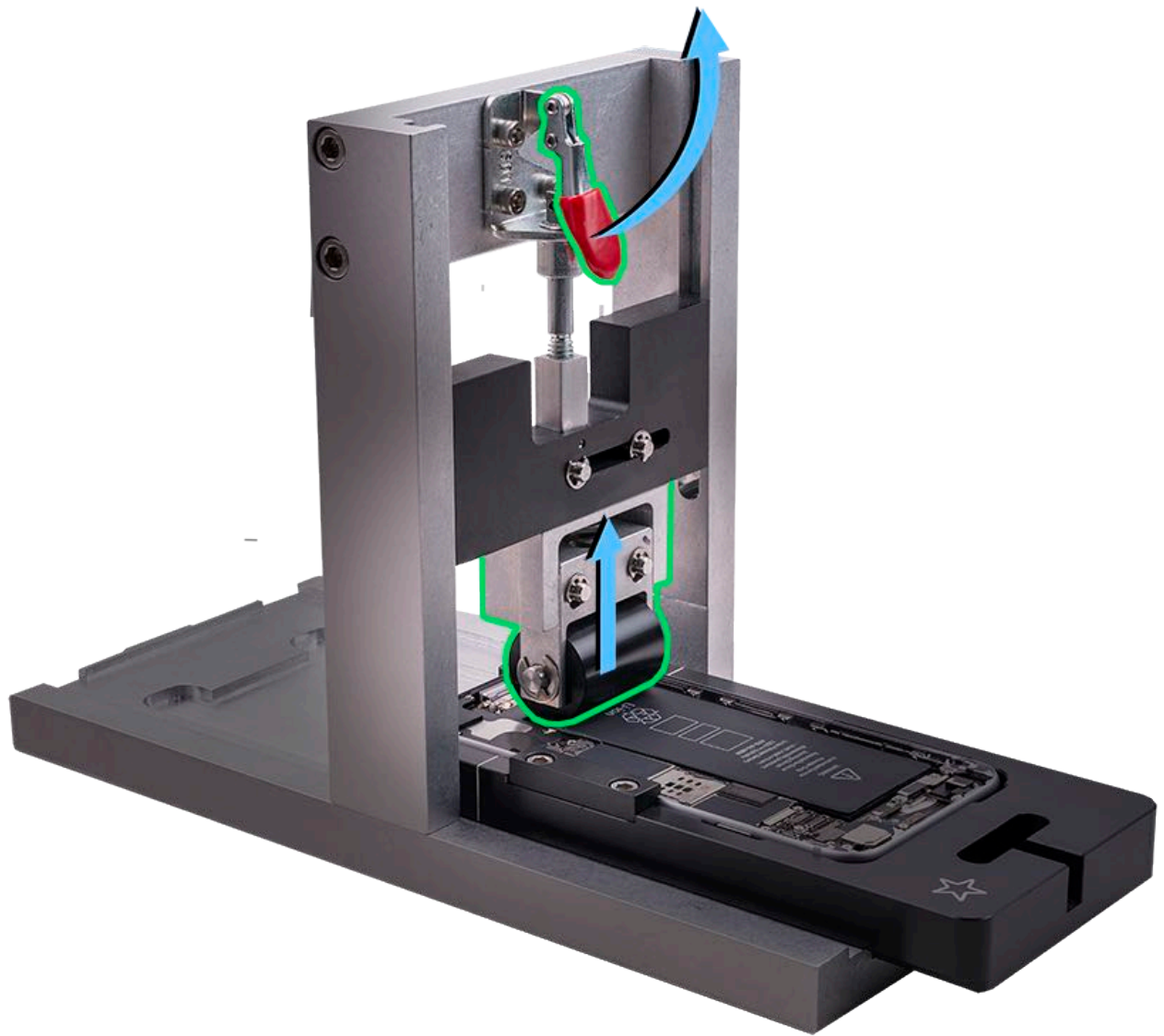
14. Slide the tray back through the tower to the original position.

Important: Only slide the tray back to the point where the white marks align with the front of the tower.



15. Raise the red lever to raise the pressure roller.

16. Remove the repair tray from the fixture.



17. Use a black stick to disconnect the battery connector from the logic board.



18. Follow the reassembly steps in article [RP1186: Disconnect Display Assembly](#).

19. Follow the reassembly steps in article [RP1185: Open Device](#).

20. Gently shake the iPhone and listen for a battery rattling sound. If the battery is moving, [Open Device](#), repeat reassembly steps 10–16, and [Close Device](#). If rattling still occurs, replace the battery with a known-good battery.

21. **Important:** Check iPhone operation using the steps in article [TP1045: Functional Test](#).

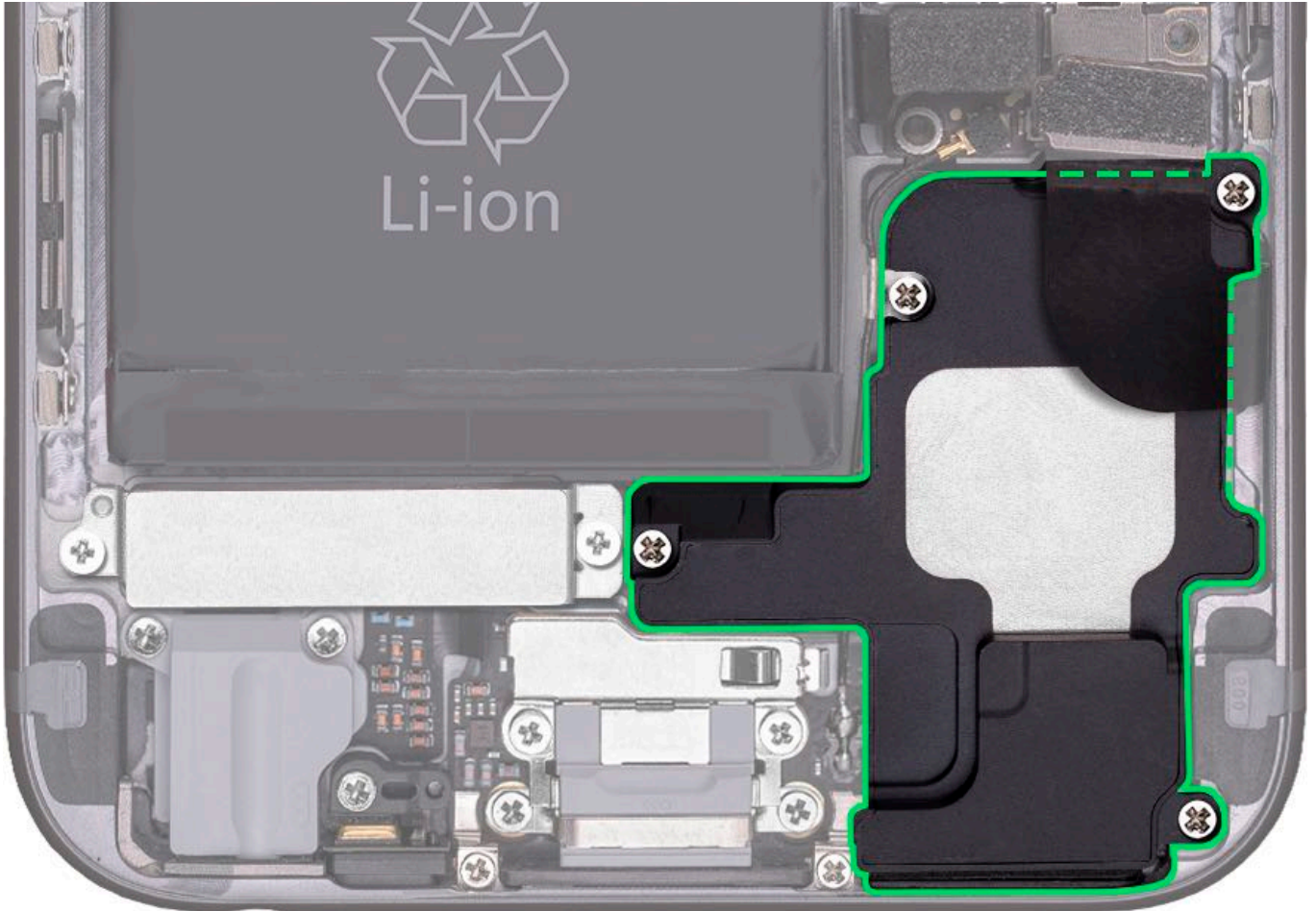
Speaker

First Steps

- [Open Device](#)
- [Disconnect Display Assembly](#)

Important: This procedure should only be performed by Apple-certified technicians.

For video instruction, refer to article [SV264: iPhone 6 Speaker Replacement Video](#).



Tools

1. iPhone torque driver (green) (923-00105)
2. JCIS bit (923-0246) for cross-head screws
3. ESD-safe tweezers
4. Nylon probe tool (black stick, 922-5065)



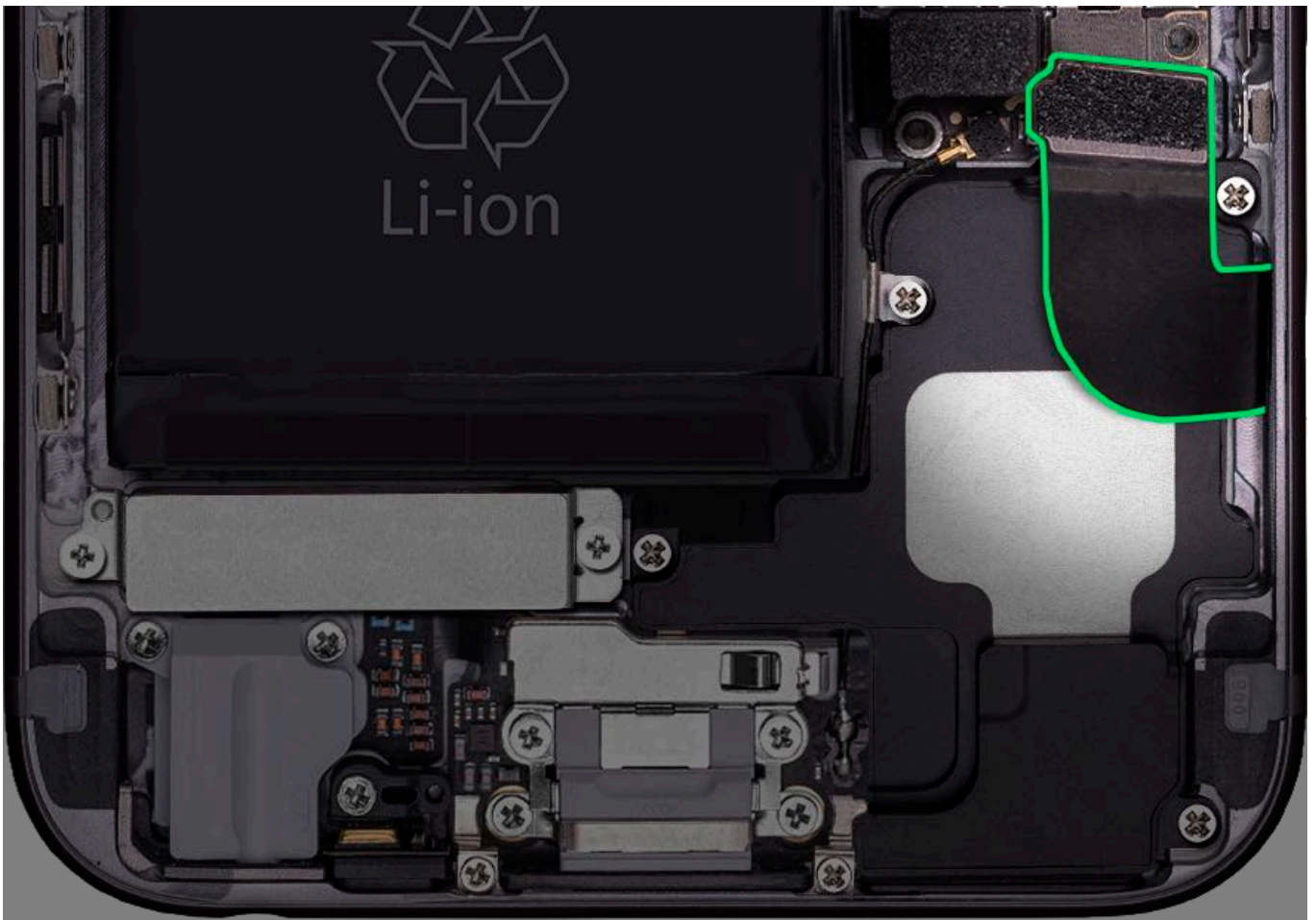
Steps For Removal

1. Use the iPhone torque driver (green) and JCIS bit to remove and discard two cross-head screws from the battery connector cowling.

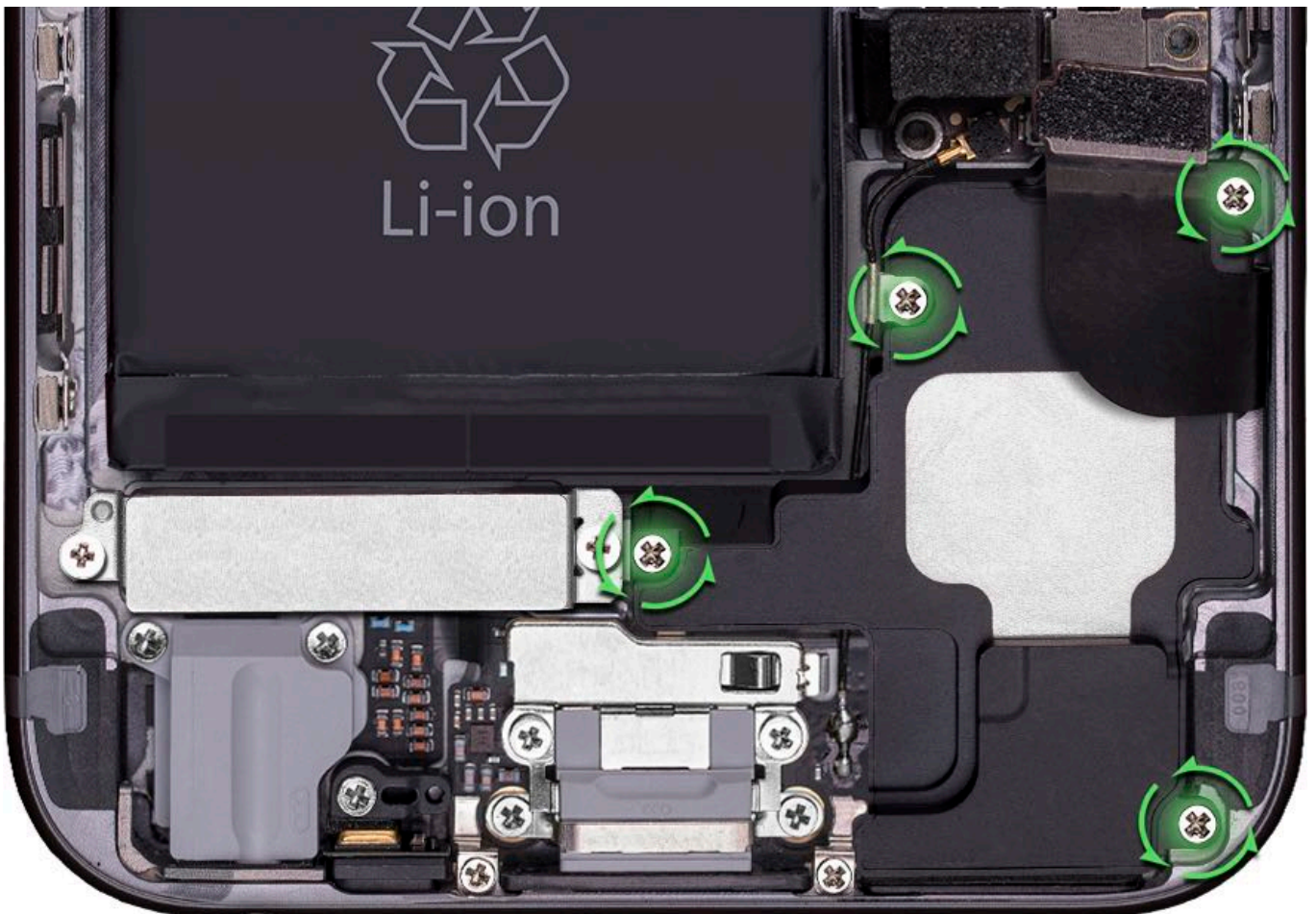
2. Remove the battery connector cowling. Save it for reuse.



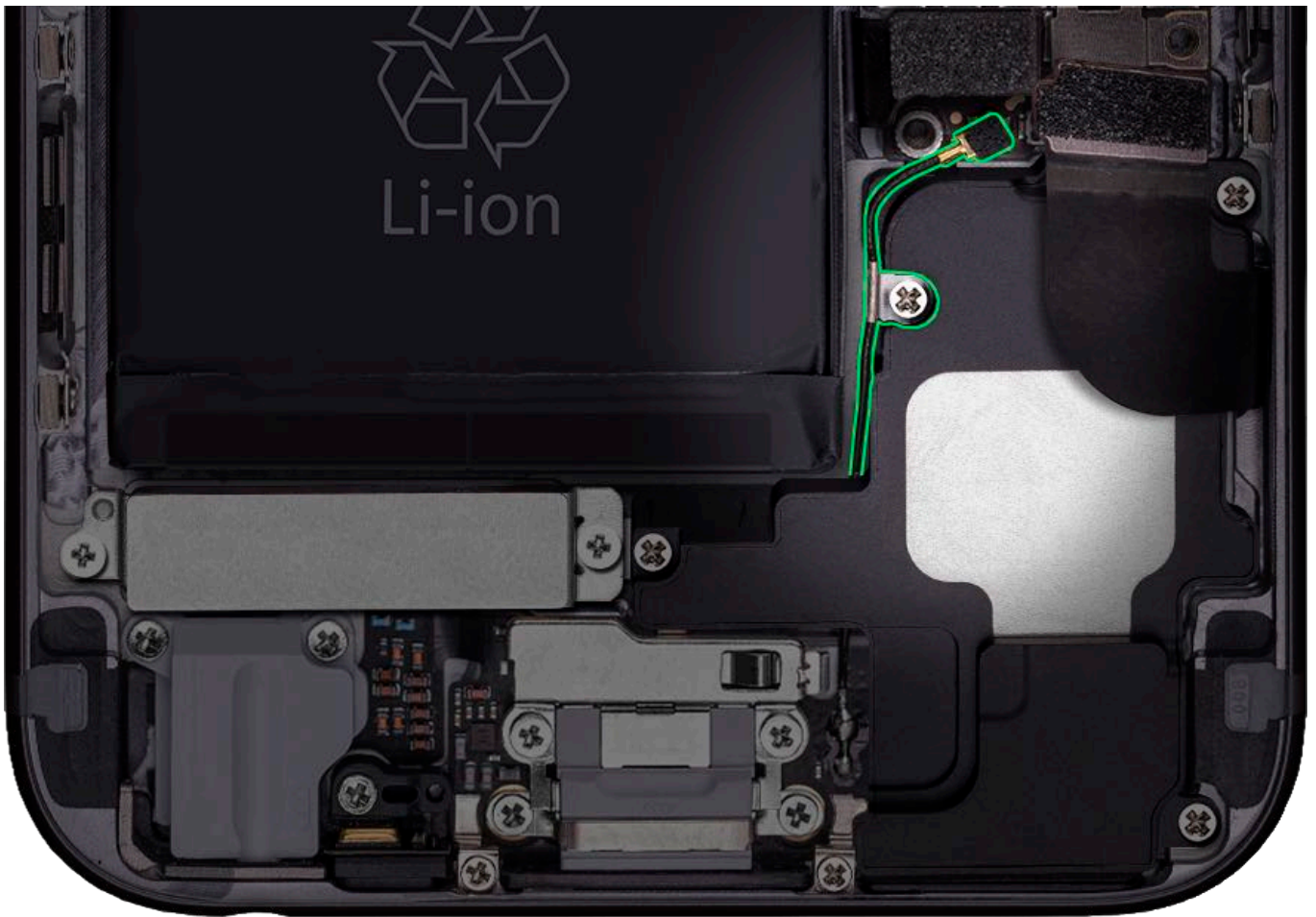
3. Use a black stick to disconnect the dock flex connector from the logic board.



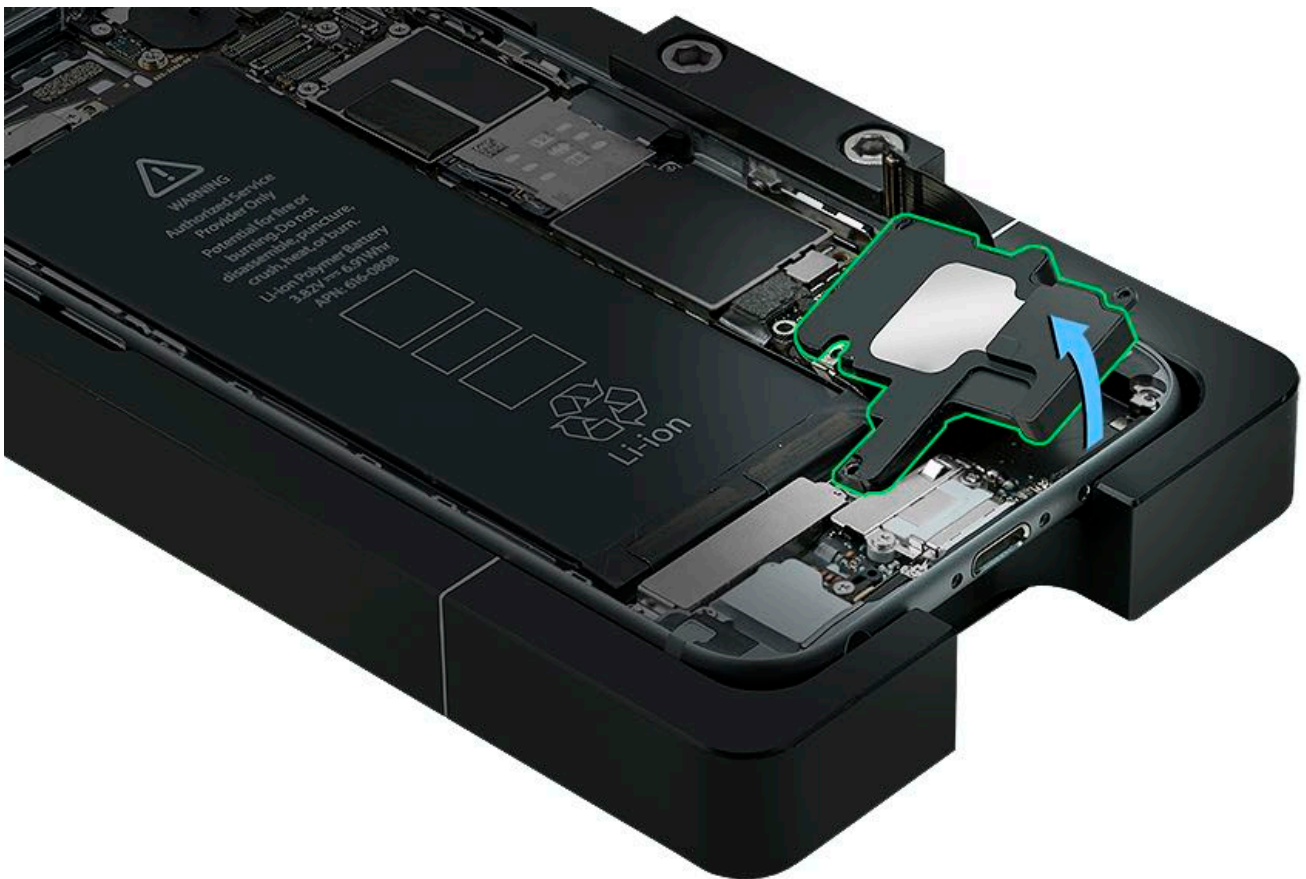
4. Use the iPhone torque driver (green) and JCIS bit to remove and discard four cross-head screws. **Note:** Remove the screw on the right with tweezers.



5. Use ESD-safe tweezers to unclip the coax cable from the washer. **Important:** Do not disconnect the coax cable from the logic board.



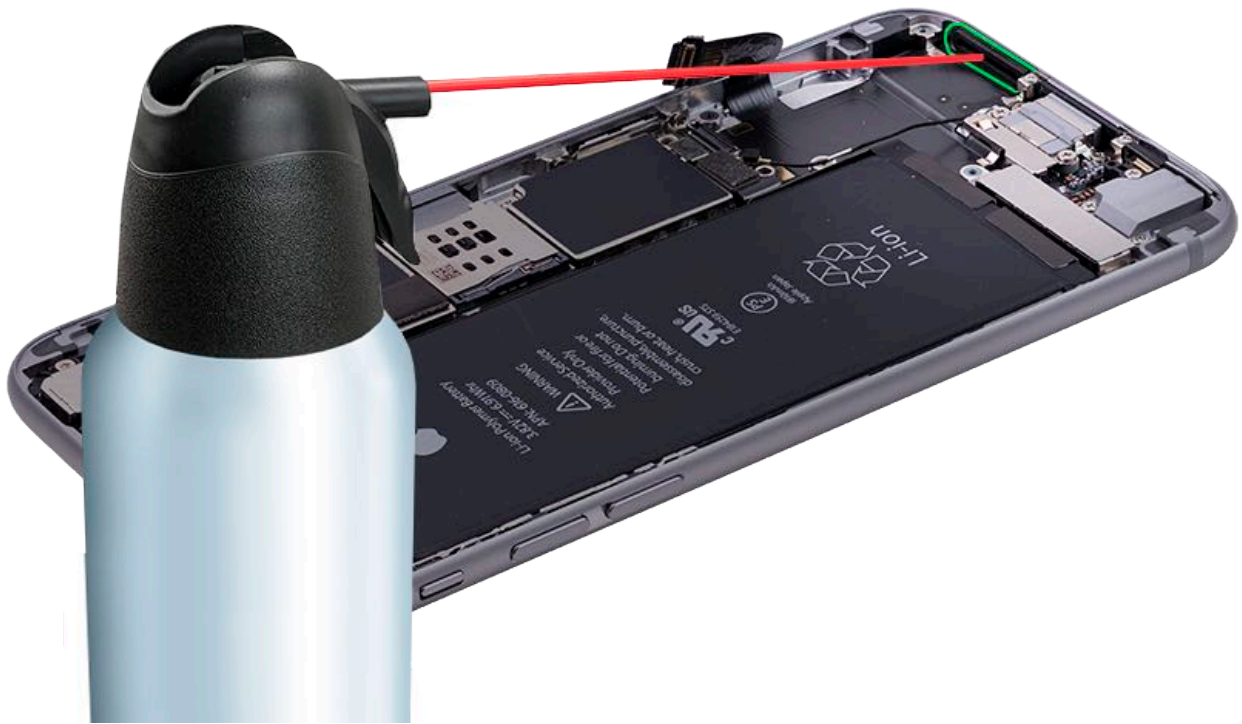
6. Lift the speaker up and remove it from the enclosure. Save the washer for reuse.



7. Use compressed air to dislodge any debris from the speaker grille. Aim the compressed air from inside the enclosure in the direction shown.

Caution:

- Do not aim compressed air from outside of the enclosure, as it may cause debris to enter the iPhone.
- Do not tilt, shake, or turn the can upside down before or during use, as liquid contents may be dispensed. Liquid contents may cause frostbite on contact with skin, and may leave residue that is difficult to remove.



Steps For Reassembly

Important: Avoid trapping the antenna coax cable or the Lightning flex connector underneath the speaker during installation.

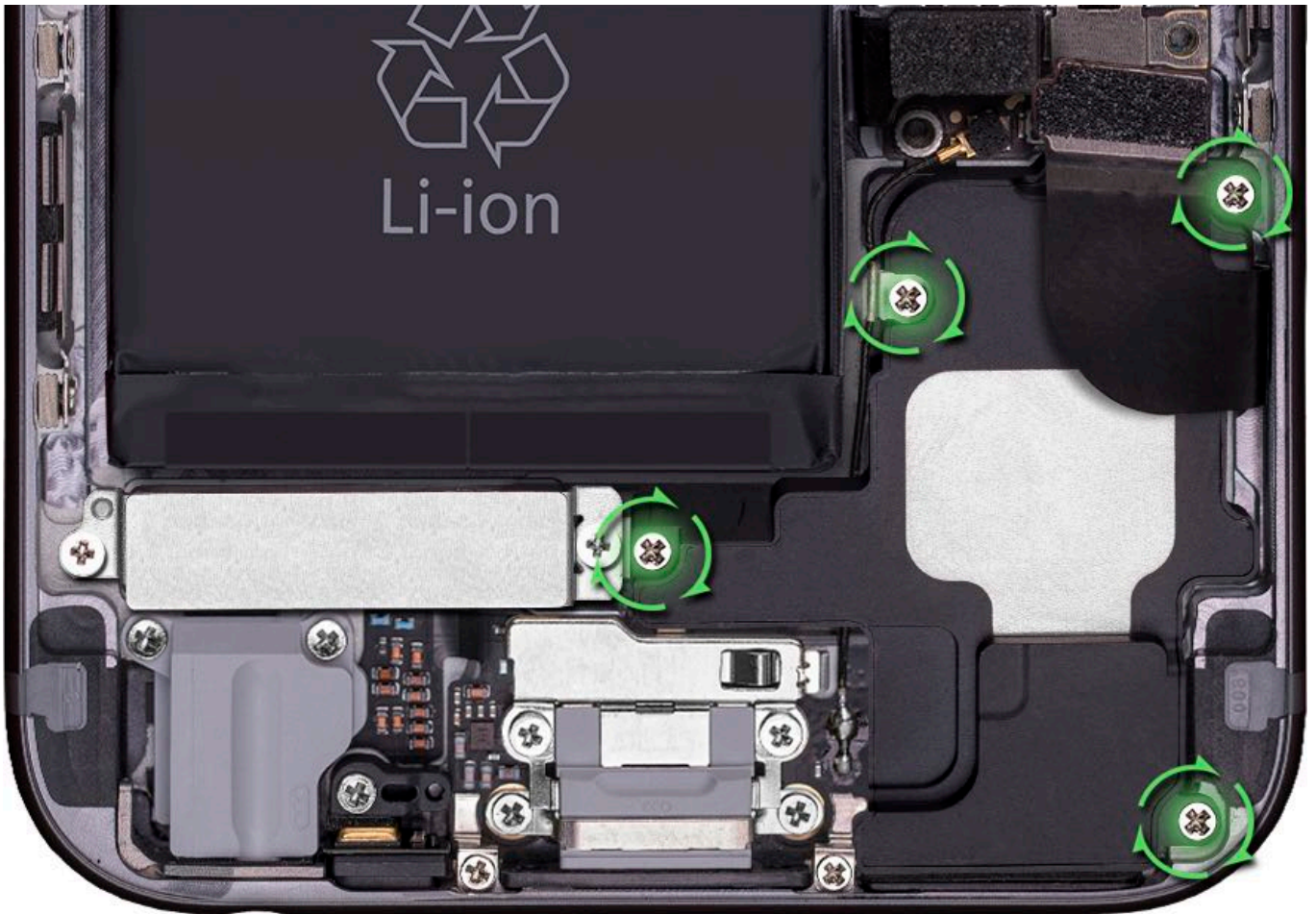
1. Angle the left side of the speaker into the enclosure.
2. Place the washer onto the speaker and lower the speaker into position.



3. Use the iPhone torque driver (green) and JCIS bit to install four **new** cross-head screws into the speaker.

- 923-00143, two upper and middle left
- 923-00144, two upper and lower right

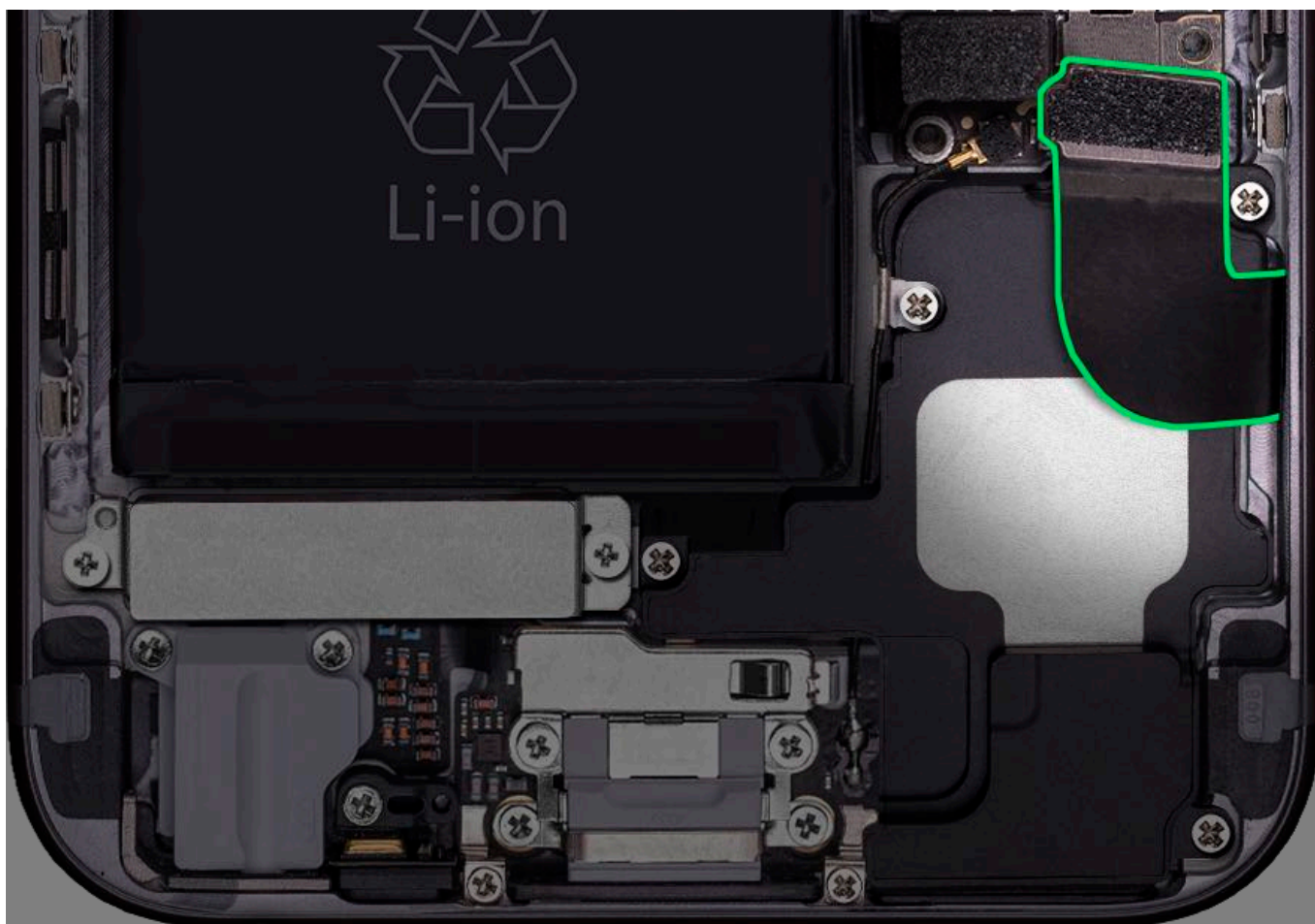
Important: Do not reuse old screws.



4. Use ESD-safe tweezers to clip the coax cable into the washer. **Important:** Do not disconnect the coax cable from the logic board.



5. Connect the dock flex connector to the logic board.



6. Place the battery cowling (923-00141) on top of the battery connector.



7. Use the iPhone torque driver (green) and JCIS bit to install two **new** cross-head screws into the battery connector cowling.

- 923-00139, long, lower left
- 923-00140, short, upper right

Important: Do not reuse old screws.



8. Follow the reassembly steps in article [RP1186: Disconnect Display Assembly](#).

9. Follow the reassembly steps in article [RP1185: Open Device](#).

10. **Important:** Check iPhone operation using the steps in article [TP1045: Functional Test](#).

Completing a Repair

Test Functionality

Test the device according to the procedures outlined in [TP1045: Functional Test](#). Attempt to repeat the original issue(s) reported by the user, using whatever function(s) of the device were affected.

The device should be 100 percent operational before giving it back to the user.

Verify Cellular Account

Make sure the user's SIM card is installed and ask the user to verify their phone number is correct in Settings > Phone.

Clean Device

Clean the device with a micro-fiber polishing cloth. **DO NOT** use chemicals or liquids.

Handle Defective Parts

All defective modules should be returned to Apple. Reuse the packaging that contained the replacement part(s).

iPhone Functional Test

The purpose of this procedure is to determine the functional state of an iOS device before and after a repair. Before a repair, use this procedure to determine if any additional service is needed. After a repair, for devices running 10.3 or later, use Diagnostics Mode to run the AST 2 diagnostic suite(s) recommended in [TP1570: Diagnostics Mode](#) to verify the device's functionality. Devices running iOS 10.2.1 and earlier should continue to use the functional tests listed in this article. **Note:** Some feature-specific tests may not apply to the device under test.

Attempt to repeat the original issue or issues reported by the user and verify that no new issues are present after opening the device. If the user is reporting battery issues, use AST 2 to test the battery. Confirm that the device is fully operational before returning it to the user. Use AST 2 diagnostics to assist in testing for reported issues. See [TP1279: Supported Products and Tests](#) for more information on AST 2 diagnostics.

1. Test Cellular and Wi-Fi Connectivity, Video Playback, and Speaker Sound Quality
2. Test Bluetooth
3. Test Headset and Proximity Sensor
4. Test Bottom Mic, Speaker, and Receiver Sound Quality
5. Test Cameras, Rear Mic, and Front Mic
6. Test Multi-Touch and Accelerometer
7. Test Buttons, Switches, and Vibe
8. Test Ambient Light Sensor
9. Test Location Services
10. Test Touch ID (iPhone 5s and later)
11. Test 3D Touch and Taptic Engine (iPhone 6s and later)

1. Test Cellular and Wi-Fi Connectivity, Video Playback, and Speaker Sound Quality

- a. Run the Mobile Resource Inspector (MRI) diagnostic suite in AST 2, which tests for the presence of Wi-Fi hardware.
- b. Check that the user's SIM card is installed. Ask the user to verify that their phone number is correct in Settings > Phone.
- c. Make a test phone call to an approved toll-free number. This will test cellular connectivity and sound quality for phone calls.
- d. Go to Settings > Wi-Fi and connect to a known-good Wi-Fi network.



- e. Play video from apple.com and verify that the video and audio play correctly. This will test the video playback and the speaker. For iPhone 7 and 7 Plus: Hold device in landscape orientation. Go to Settings > General > Accessibility and adjust balance to the left, and then to the right. Be sure that Mono audio is turned off. Replay the video to test the left and right speakers in isolation.
- f. Repeat steps d and e connected to a 2.4 GHz network and connected to a 5 GHz network, if available.

2. Test Bluetooth

- a. Run the MRI diagnostic suite in AST 2, which tests for the presence of Bluetooth hardware.

- b. Make a known-good Bluetooth device available locally. Check that the Bluetooth device is on and discoverable.
- c. On the customer's device, go to Settings > Bluetooth.
- d. Verify that Bluetooth is on. The device will search for nearby Bluetooth devices.



- e. Pair the user's device with the Bluetooth device.
- f. To unpair a device, tap the blue circle to the right of the device's name and then tap "Forget this Device."

3. Test Headset and Proximity Sensor

- a. Connect EarPods to iPhone.
- b. Launch the Voice Memos app.



- c. Record a short voice memo by tapping the red circle. Blow in to the headset microphone to verify functionality.
- d. While recording, cover the top front of the iPhone with your hand. The display should go blank.
- e. Remove your hand. The display should turn back on when the proximity sensor is uncovered.
- f. When finished recording, tap Done.
- g. Enter a name for the recording, then tap OK.
- h. Tap the recording.
- i. Tap the play (triangle) button to begin playback. Listen to the playback through the EarPods, and adjust volume using the headset remote control.
- j. Make a test phone call with a known-good SIM and with full cellular signal strength for at least one minute. During the call, verify the sound quality of the EarPods and headset microphone.

4. Test Bottom Mic, Speaker, and Receiver Sound Quality

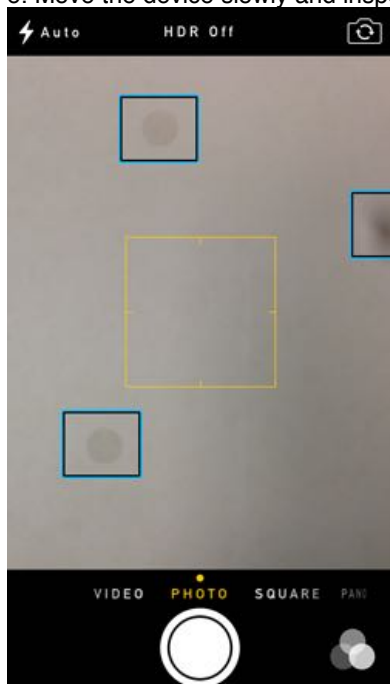
- a. Launch the Voice Memos app.



- b. Record a short voice memo by tapping the red circle.
- c. When finished recording, tap Done.
- d. Enter a name for the recording, then tap OK.
- e. Tap the recording.
- f. Tap the play (triangle) button to begin playback. **Note:** To toggle between receiver and speaker, use the Speaker button in the top right corner of the display.
- g. Make a test phone call with a known-good SIM and with full cellular signal strength for at least one minute. During the call, verify the sound quality of the receiver, speaker, and microphone.

5. Test Cameras, Rear Mic, and Front Mic

- a. Run the MRI diagnostic suite in AST 2, which tests for the presence of front and rear cameras.
- b. Remove any protective case that may interfere with the camera lens or flash.
- c. Download the [iPhone Camera Test Image](#) (PDF) and print out a color copy on white, un laminated paper. Do not modify, alter, or laminate the image.
- d. Launch the Camera app. Aim the device at a clean, blank sheet of white paper.
- e. Move the device slowly and inspect the preview image for anomalies, such as circles or dust spots.



- f. Record video with the iSight camera. Check the recording for video and audio quality. This will test the iSight

camera and rear mic.

g. Take photos and check focusing with the iSight camera.

- Start in landscape orientation and hold the device eight inches (~20 cm) from the test image.
iPhone 6 or newer: The test image should quickly come into focus.
Other models: Once steady, the yellow focus square should appear briefly and the test image should be in focus.
- Keep the device in landscape orientation and hold the device three feet (~1m) from the test image.
iPhone 6 or newer: The test image should quickly and seamlessly come into focus.
Other models: Once steady, the yellow focus square should appear shortly, with the test image eventually brought into focus.
- Rotate the device to portrait orientation and hold the device three feet (~1m) from the test image.
iPhone 6 or newer: In a well-lit room, the test image should stay in focus as you rotate. If the room is not well lit, the yellow focus square may appear. The image should not jump around or be severely out of focus during rotation.
Other models: Once steady, even though the test image is already in focus, the yellow focus square may still appear in the preview indicating that the camera is trying to refocus. This is normal. Once the focus is complete, the test image should still be in focus.
- Keep the device in portrait orientation and hold the device eight inches (~20 cm) from the test image.
iPhone 6 or newer: The test image should quickly come into focus.
Other models: Once steady, the yellow focus square should appear shortly, with the test image eventually coming into focus.
- Verify that the primary colors are representative of the printed test image and that there are no dark spots near the edges of the photo.

h. Change the focus area and set the exposure: The yellow square on the screen shows the area where the camera is focusing the shot. Tap the screen to focus on the circle of the test image.

i. Set flash mode (camera or video mode): Tap the flash button, then tap On.

- If possible, take the photo in a dim or darkened area to show where the flash is lighting.
- Check that the flash is lighting the circle in the test image and that the flash is not shifted to one side.

j. Zoom in or out: Pinch the screen, then use the slider at the bottom of the screen to zoom in or out.

k. Touch the icon to select the FaceTime camera. Repeat steps d–i above. This will test the FaceTime camera, front mic, and the Retina Flash. **Note:** The FaceTime camera does not zoom, and only has a flash on iPhone 6s, 6s Plus, SE, 7, and 7 Plus. The Retina Flash is only available in photo and square modes. It may be easier to hold the printed test image in front of the iPhone to test the FaceTime camera.

Additional Testing for iPhone 7 Plus:

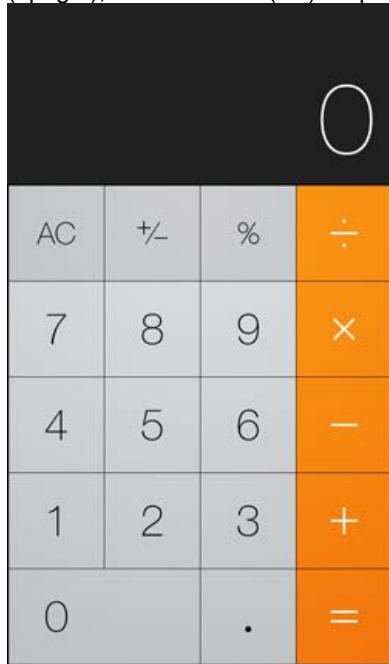
Use the iSight camera slow-motion mode to record short videos of the printed test image and verify video quality.

- a. Switch the camera to slow-motion mode and keep the device in either landscape or portrait orientation.
- b. Set to 1x zoom, hold the device eight inches (~20cm) from the test image, tap to focus, and record a short video. Pinch the screen to zoom in and out.
- c. Stay in 1x zoom, hold the device three feet (~1m) from the test image, tap to focus, and record a short video. Pinch the screen to zoom in and out.
- d. Tap 1x to switch to 2x zoom, hold the device three feet (~1m) from the test image, tap to focus, and record a short video. Pinch the screen to zoom in and out.
- e. Stay in 2x zoom, hold the device 20 inches (~50cm) from the test image, tap to focus, and record a short video. Pinch the screen to zoom in and out.

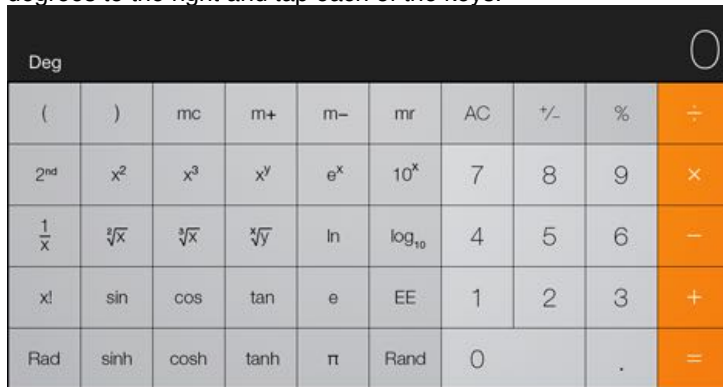
6. Test Multi-Touch and Accelerometer

- a. Run the following AST 2 diagnostic suites: use Multi-Touch to test for Multi-Touch response issues; use Unexpected Touch to test for overly sensitive touch response issues; use MRI to test for the presence of Multi-Touch and Accelerometer hardware.

b. Launch the Calculator app to test all but the top section of the screen. Hold the device in a vertical plane (upright), not horizontal (flat). Tap each button on the calculator to verify activity.



c. Rotate the device to the left to launch the scientific calculator. Tap each of the keys. Rotate the device 180 degrees to the right and tap each of the keys.



7. Test Buttons, Switches, and Vibe

Test buttons, switches, and vibe for expected functionality and tactility.

a. Run each of the button and switch diagnostic suites in AST 2. Each suite tests the functionality of a specific button or switch.

b. Test the Home button using the following steps, depending on model.

iPhone 6s, 6s Plus, SE and earlier

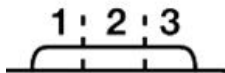
- Test clicks and double-clicks on the Home button.
- Press and hold the Home button for Voice Control or Siri.
- With the display off, press the center of the Home button and verify that the display turns on.
- Use the pointed end of a black stick to repeat the same test for the top, bottom, left, and right edges of the Home button (as shown by the numbers in the image below). The display should turn on when pressing any of these five locations.



- If no functional issues are found after testing the button with a black stick, use your finger or thumb to test for button stiffness, looseness, or mechanical symptoms.

iPhone 7 and 7 Plus

- Test single-clicks and double-clicks on the Home button.
 - Press and hold the Home button for Voice Control or Siri.
 - With the display off, press the center of the Home button and verify that the display turns on.
 - When pressing the Home button, verify that the taptic feedback simulates a physical button press.
 - If the Home button does not respond in the above steps, test Touch ID functionality in Section 10 of this article.
- c. Use your finger to repeatedly press the volume up/down buttons and verify that the sound level indicator on the display is changing.
- d. Use your finger to toggle the Ring/Silent switch back and forth and look for a bell icon on the screen.
- e. Press the Ring/Silent switch and verify that the bell icon does not appear on the screen. **Note:** Do not toggle the switch.
- f. Test the vibrate function.
1. Go to Settings > Sounds > Ringtone > Vibration.
 2. Choose S.O.S.
 3. Verify that the phone vibrates in the correct pattern.
- g. Locate the Sleep/Wake button on the device, near the top right corner.
- Use the pointed end of a black stick to press the left side of the Sleep/Wake button (1 in image below) once, to put the device into sleep mode (the display will turn off).
 - Use the pointed end of a black stick to press the center of the Sleep/Wake button (2 in image below) once, to wake the device.
 - Use the pointed end of a black stick to press the right side of the Sleep/Wake button (3 in image below) once, to put the device into sleep mode (the display will turn off).
 - Use your finger to press the button again to wake the device.
 - Use your finger to press and hold down the Sleep/Wake button until “slide to power off” appears on the screen.

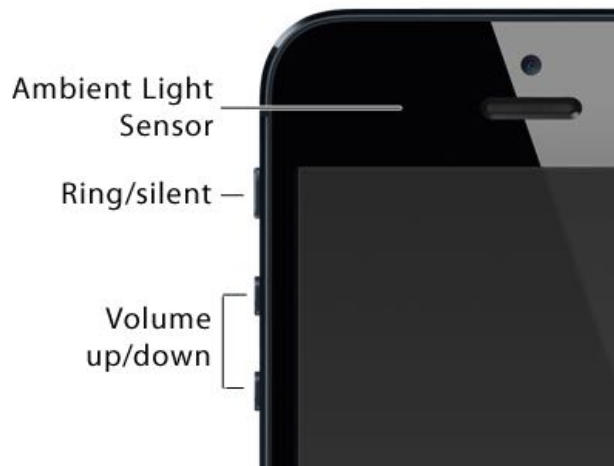


- h. If no functional issues are found after testing buttons with a black stick, use your finger or thumb to test for button stiffness, looseness, or mechanical symptoms.

8. Test Ambient Light Sensor

The ambient light sensor (ALS) automatically adjusts the display brightness to an appropriate level for the current ambient light conditions. The ALS brightens the display when using the device in a bright light environment, and dims the display in low light.

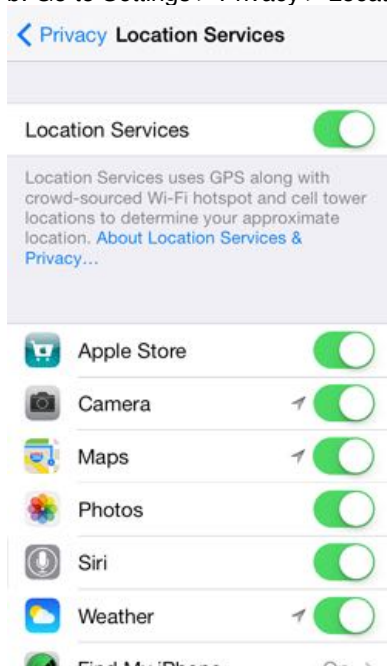
- a. Run the MRI diagnostic suite in AST 2, which tests for the presence of ALS hardware.
- b. Toggle Auto-Brightness off and then on in Settings > Display & Brightness.
- c. Press the Sleep/Wake button to put the device into sleep mode.
- d. In a bright light environment, cover the top third of the front of the device to block the light (the base of your hand works well). The ALS is located near the receiver.
- e. Press the Sleep/Wake button to wake the device. While the ALS is covered, the display should be dim.
- f. Uncover the top of the device. After a few seconds, the display should return to its normal brightness.



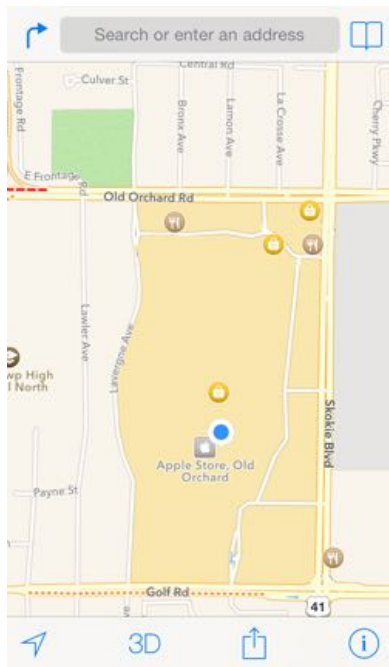
9. Test Location Services

Location services depend on data service availability. Data services are subject to change and may not be available in all areas. This may result in unavailable, inaccurate, or incomplete maps, directions, or location-based information. Maps uses Wi-Fi hotspots to determine the most accurate location. For more information, refer to article [HT203033: About privacy and Location Services in iOS 8 and later](#).

- a. Run the MRI diagnostic suite in AST 2, which tests for the presence of gyroscope and compass hardware.
- b. Go to Settings > Privacy > Location Services and turn on Location Services.

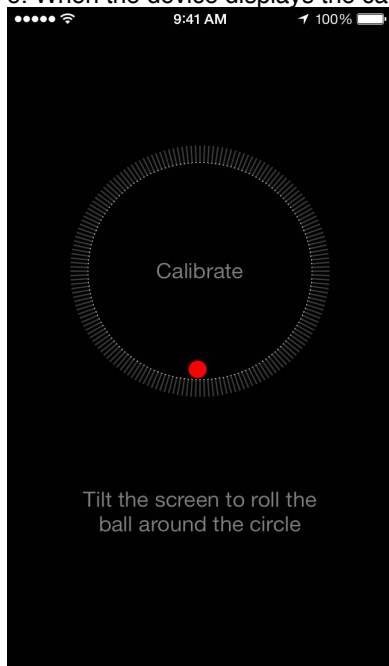


- c. Launch the Maps app and tap the arrow in the lower left corner of the screen. Maps should display the device's current location.



d. Open the Compass app.

e. When the device displays the calibration alert, tilt the screen to move the red ball around the circle.



f. Verify that when the iPhone is rotated, the heading shown on the screen changes according to the motion of the device.

10. Test Touch ID (iPhone 5s and later)

This test should be performed with the user to verify Touch ID functionality. Ensure that the Home button and your finger are clean and dry.

- Run the MRI diagnostic suite in AST 2, which tests for the presence of Touch ID hardware.
- Go to Settings > Touch ID & Passcode and tap "Add a Fingerprint..."
- Hold the device as you normally would when touching the Home button.
- Touch your finger to the Home button and hold it there until you feel a quick vibration or you are asked to lift your finger. **Tip:** Do not press the button, just touch lightly.
- Continue to touch and lift your finger slowly, making small adjustments to the position of your finger each time.
- Once the initial scanning is complete, you will be asked to adjust your grip in order to capture the edges of your

fingerprint.

g. Hold the device as you normally would when unlocking it, touching the adjacent outer areas of your fingertip instead of the center portion you initially scanned.

h. Press the Sleep/Wake button to lock the screen.

i. Press the Home button or Sleep/Wake button once to wake the device and keep your finger lightly on the Home button. The device will unlock when the fingerprint is recognized.

11. Test 3D Touch and Taptic Engine (iPhone 6s and later)

This test should be performed with the user to verify 3D Touch and Taptic Engine functionality.

Note: The iPhone must pass the Multi-Touch test above or the AST 2 diagnostic suites: Multi-Touch, Unexpected Touch, and MRI.

a. Go to Settings > General > Accessibility > 3D Touch and confirm that the 3D Touch setting is enabled and sensitivity is set to Medium. 3D Touch must be enabled for 3D Touch and Taptic Engine functionality.

b. Go to Settings > General > Accessibility > Vibration to enable the Taptic Engine.

c. Use the 3D Touch Sensitivity Test to check the Peek and Pop functions. Look for the visual feedback and feel for the haptic feedback.



Peek



Pop



d. Press the Home button to return to the Home screen.

e. Hold the iPhone with the display perpendicular to the floor.

f. Firmly press on one icon in the center of the display to test 3D Touch. Look for visual feedback. If the app does not support 3D Touch, then the area around the app icon will blur. If the app supports 3D Touch, then a contextual menu will appear with a background blur.

3D Touch Support



No Support



g. Feel for haptic feedback when pressing the app icons.

h. Hold the iPhone with the display parallel to the floor and repeat steps f and g.

Service Content Feedback

This escalation path is intended only for content issues with articles that begin with the prefixes listed below.

Article prefix	Escalate to
IT	itsflows@group.apple.com
OP, RS, SN	srvcomms@group.apple.com
RP, SD, SM, TP	serviceguides@group.apple.com
SV	servicevideos@group.apple.com

Please provide a clear and concise description of the content issue you encountered and steps to reproduce. Other information that helps us help you:

- Article number(s) and titles
- Serial number(s)
- Screenshots or screen recording

Note: You may not receive a response, but all comments will be reviewed and investigated as needed.